

Tauseef khan
Technical Support Engineer
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Summary

- ❖ A competent IT support professional with a proven track record of providing specialist technical and helpdesk support. Extensive experience of working in the front line helping clients and colleagues resolve complex technical IT issues. Possessing excellent client facing skills, natural problem solving and analytical skills and able to contribute to the development of best practice, procedures and policies within a company.
 - ❖ Accomplished Help Desk professional with experience in Computer Operations, Technical and Help Desk support.
 - ❖ Excellent communication and diagnostic skills consistently solve problems and rarely escalate issues.
 - ❖ Proactive self-starter known to initiate process and system improvements to increase system stability and staff productivity.
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PROFESSIONAL EXPERIENCE

Chocolala Ilc, RAK, UAE
IT SPECIALIST

Mar 2018 to Present

Current Roles and Responsibilities:

- OS installation:- Win XP, Win Vista, Windows 7.
- Assembling, hardware upgrading, troubleshooting,
- Windows maintenance and updating the windows
- MS outlook configuration, Outlook backup & restore and troubleshooting
- Disk Management, partitions.
- Printer installation and troubleshooting
- Antivirus update.
- Scanner configuration & troubleshooting.
- Troubleshooting of hardware and O/S
- Basic Networking, Map drive, Data sharing
- TCP/IP Configuration, Internet Maintenance
- Wireless Networking, Networking in Domain environment

Roles & Responsibilities:

- Expertise in Windows 2003/2008/2012 R2 server administration and active directory
- Administering technical issues.
- Expertise in administering File servers and Print servers.
- Sound knowledge on Hyper-V, guest OS installation.
- Experience in Active directory, GPOs, DNS, DHCP, File & Print server, IIS (web server), WSUS.
- Experience with x86 / x64 Intel, HP ProLiant Rack mounted Servers.
- Assisting and giving IT support to all users facing any problem related to Hardware/Software/Network.
- The ability to lift 50lb & install Servers and electronic equipment's in a safe and carefully manner.
- Configuring Login Script in the Server for permanent mapping to easy access to the shared folders by the users at their logon.
- Configuring and promoting ADC (Additional Domain Controller), when DC goes offline.
- Maintaining inventory list.
- Firewalls (Fortinet/Sophos UTM)
- Endpoint Security (Sophos Central, Bitdefender and Kaspersky on-premise console, Malwarebytes)
- Cloud Application (O365/Google Apps)
- Backup and Recovery solution (Acronis On Premise/Cloud)
- Experience in Handling various products (HP Servers, Synology NAS, Qnap NAS , Avaya 1608)
- Maintaining offsite Data Replication between NAS through vpn connectivity.

Roles & Responsibilities:

- Responsibilities included problem detection and solving, fixing and reinstalling software and hardware, and maintaining the company network.
- Did troubleshooting, diagnosed, installed, upgraded, configured, and repaired computer Systems and network system components.
- Provided desk-side support for laptop and desktop computers
- Installed Windows operating systems
- Installed both computer hardware and software.
- Responsible for the maintenance and repair of routers, switches.
- Configure antivirus software to fully protect IT environment
- Monitor the performance of the computer systems and address issues as they arise.

Roles & Responsibilities:

- Reporting directly to the IT Team leader and collaborating closely with other IT team members.
- Responding to queries in a timely and accurate manner and resolving queries to the user's satisfaction
- Detecting and resolving critical Hardware failure. Installation of various OS.
- Installing, configuring & troubleshooting MS Outlook, MS Office 2000, 2003 & 2007.
- Installation, configuring & troubleshooting Avaya IP Agent.
- LAN Id Creation, Validation & updating in Active Directory. Sharing Shared resources & giving proper rights to shared folders as per mail & approval.
- Responsible for installing computer hardware & software, Including support on Windows XP and 2007.
- Responsible for Maintaining Computers of all configurations.
- Carrying out Computer Hardware, Software Solution and Network.
- Installation of Operating systems (Windows XP/2000/win7).
- Antivirus Management, maintaining the detailed and latest virus records, as per, on which computers the virus attacked on which date and how the problem was solved.
- Asset Management, maintaining the detailed and latest inventory records.
- Installing network printer and local printer.

EDUCATION & CREDENTIALS

Bachelors Degree in Computer Science, Mumbai University, INDIA.

Professional Certification

- Microsoft Certified Solution Engineer (MCSE)
- Sophos Endpoint Security.
- MCSA Office 365.

Languages Known : English, Hindi and Urdu.

I hereby declare that all the Information given above is correct & true to the best of my Knowledge.

Tauseef Khan.