PERSONAL INFORMATION

Syed Baqar Rizvi

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Date of birth: 30/06/1989 | Nationality: Pakistani | Passport Number: DF5175481 | PEC Registration No: COMP / 11089

WORK EXPERIENCE

Nov 2019 – Present	**Assistant Manager IT**

TPL Corp
www.tplcorp.com

- Manage Active Directory user account.
- Oversee day-to-day teams' operation and performance.
- Provide C- Level Support.
- Using enterprise monitoring tool (PTRG, UniFi) ensure all Network products are well connected.
- Manage and monitoring email threats using SpamTitan.
- Understand user requirements to be able to cater to their appropriate needs.
- GoToMeeting / Zoom Conferencing management and administration.
- Build an internal wiki with technical SOP, documentation, manuals and IT policies.
- Administration of JIRA service desk provide user management and support.
- Monthly meeting and share Engineer wise report of JIRA service desk.
- Email responses and strong follow-up on technical issues.
- Update system as soon as new version of OS and application software comes out.
- Troubleshoot hardware and software errors by running diagnostics, Application problems and resolutions, prioritizing problems, and assessing impact of issues.

Mar 2017 – Oct 2019	**Senior IT Officer**

EFU Life Assurance Ltd.
www.efulife.com

- MDaemon Email account management and administration.
- AD account management and administration.
- Storage and backup administration.
- Review and analyze daily, weekly and monthly backup reports.
- Tape libraries management.
- Perform daily health checks storage and server.
- Develop and implement project plans, risk assessments and contingency plans.
- Office 365 manage user account configuration & installation.
- Zoom Video Conferencing management and administration.
- Monitoring performance and ensure system availability and reliability.
- Provide Level-2/3 support and troubleshooting to resolve issues.
- Liaise with vendors and other IT personnel for problem resolution.
- Ensure that IT personnel manage all machines on domain and related software.
- Co-ordinate IT personnel tasks to ensure that latest anti-virus patch updates are loaded on All servers and user machines.

Nov 2015 – Feb 2017	**IT Officer**

EFU Life Assurance Ltd.
www.efulife.com

- Install systems with OS and other related applications.
- Troubleshooting system, network problems & solving hardware or software faults.
- Supporting the roll-out of new applications.
- Remote support to all branches.
- Thin client installation & configuration.
- Manage stocks of IT equipment.
- Responsible to share and secure data for users.
- Set up user accounts, permissions and passwords.
- Answering technical queries and assisting users.
- Troubleshooting any reported problems.
- System performance tuning.
- Vendor coordination & management.
- UPS monitoring & maintaining.
- Replacing parts as required.
- Fix network faults.

Sep 2014 - Nov 2015	**System Support**

Fatimiyah Education Network
www.fen.edu.pk

Support to employees on their Desktop systems, Laptops and also troubleshooting system, network problems, printer issues & solving hardware or software faults.

Oct 2012 - Sep 2014	**Data Processing Engineer**

GfK Etilize Pvt.
www.etilize.com

Responsibility to process data using MDM (Master Data Management) Software. After Processing Data getting acknowledgement that data is in the Databases.

TRAINING

Cisco Certified Networking Associate **(CCNA)** from Etronics Solution Provider

EDUCATION

2008–2012	**BE Computer Systems**

Mehran University of Engineering and Technology
www.muet.edu.pk

2004–2006	**Intermediate**

Al-Falah Boys College
Pre-Engineering with "A" Grade

2002–2004	**Matriculation**

The Birds High School
Computer Science with "A" Grade

PROFESSIONAL SKILLS

Storage and Backup administration
MDaemon Email administration and Management
Advanced knowledge of Windows Terminal Server
Managing server virtualization technologies like VMWare Server/ESX
A solid understanding of LAN/WAN networking
Group Policy design and configuration
Active Directory user and group administration
Zoom Video Conferencing administration and Management
Microsoft Office 365 administration
Ability to troubleshoot network issues including back bone infrastructure issues
Strong follow-up and documentation skills
Flexible and able to adapt to a rapidly changing environment
Positive, self-motivated individual

ADDITIONAL INFORMATION

References   Available on request