K.A.B.Raazik Faried Baba

MOBILE: 971566596163
E-MAIL: Raazikfaried@gmail.com
Dubai, United Arab Emirates

Objective

A responsible & challenging position as **System Administrator & IT Support** with a reputed organization, where my skills, capabilities, experience and accomplishment will allow myself for the opportunity related with career expertise.

Professional Profile

- Have **9+ years** of experience in the field of IT Support.
- Professionally qualified with **B.C.A** (Bachelor of Computer Applications) & a Microsoft Certified System Engineer (**MCSE**). And Certified Computer Hardware.
- Sound knowledge in administration and configuration of Windows Platform Strong knowledge in hardware & Networking maintenance & troubleshooting.
- Installation & management of software and hardware.
- Significant experience in Systems Administration under multi-platform environments; including installation and configuration of Software & Hardware
- Possess demonstrated ability to work effectively and congenially with employees at diverse levels.
- Excellent communication, influencing & interpersonal skills.
- Well organized, systems oriented & have a strong attention to details

Organizational Experience

Safedata Middle East LLC, Dubai

Designation: **IT Support Engineer**. (Duration Aug 2015 to Sep 2019)
Project 2

Client Place: On-site support, **Ministry of Human Resources & Emiratisation UAE**.

Job Profile,

- Managing IT infrastructure, environment of Windows Operating system and industry standard networking components and Provide support as per requests from various departments.
- Installing, upgrading and maintaining of server hardware/Network components as per requirement.
- Installing all kinds of requests software's/Operating systems through remotely and also manually.
- Managing & Updating the Client & Server anti-virus update using McAfee EPO 5.3
- Managing & updating the patches in client PC using WSUS Server.
- Providing IT Technical support to the users (around 150) for Troubleshooting & Diagnosis of Desktop, Laptop, application, networking and infrastructure issues by using the Internal ticketing tool.
- Actively worked with vendors to resolve client issues in a timely manner.
- Managing Assets Tracker Device details (Desktops, laptops, Printers, Servers, routers firewalls and Headset Devices)
- Building, configuration and troubleshooting of server and desktop hardware.

- Responsible for diagnosing & resolving hardware, software & end users' problems
- Updating the tracking system when an issue has been escalated or resolved
- Maintaining maximum availability of supported services for users.
- Worked with ticketing tool Iserve and service now for Incident and service Request.
- Ensuring that the tickets raised per shift are closed within SLA and escalated as per the escalation Matrix
- Worked with incident management tickets to adhere and resolve incidents within the SLA.
- Responsible for preparing the daily issues handled / escalated in the form of Daily reports.
- Interact with the user to resolve the queries, issues and problems.
- Achieved a user satisfaction rating of 4.9/5.0 (14% higher than average) consistently logged and monitored ticket status to ensure fast, quality resolution of every issue
- Ability and willingness to work any shift in a 24x7x365, call center environment, and extended hours or modified schedule to support planned activities or emergency situations

Project 1

Client Place: On-site support, **Consulate General of India, Dubai**.

Job Profile,

- Responsible for supporting: Windows Platform 7/8/10, Mac Operating system, MSOffice 2007/2010//2013/O365, Windows Server 2008/2012, Active Directory management, Anti-Virus products, DNS/DHCP services and Network Issues.
- Handing HP Server DL380 G8 and G9.
- Maintained HP MSL2024 Tape Library and HP MSA 2040 Storage.
- Backup Management for using (Veeam Software)
- Monitor- Virus software is up-to date and effective (Symantec Endpoint Protection)
- Installation of and configuration of VMware Esxi 5.5 & 0.6 and VMware Vcenter
- Streamlining security infrastructure through control of user accounts, permissions and Internet access.
- Installing new Application & OS Patches to ensure OS & applications are current.
- Asset and inventory management.
- Monitoring Network/System operations and daily check system security and machine performance.
- Installation of and configuration of CCTV & IPTV.
- Internet access troubleshooting manages and troubleshoots CYBEROAM firewall configures and updates internet access policy and cyberoam firewall setting as per requirement.
- Installation and configuration Wireless Access point.
- Providing Technical support to users for Audio/Video conferencing device related issues.
- Install new or rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and operational requirements
- Handling of complete IT infrastructure including virtual & physical servers, clustering of servers, and related storage devices.
- Provide satisfactory IT support to computer users within the office

TVS Sundaram Motors, CHENNAI, India

Designation: **System Administrator** (Duration July 2012 to March 2015)

Job Profile,
- Administrating and Installing Windows 2003 & 2008 Server.
- Installing & configuring Domain Controllers & Additional Domain.

- Installed Hardware operating system software and application software on workstations.
- Shared Printer and Network Printer Configuration and Maintenance
- Understanding and support experience of SMTP and POP3
- Installation and configuration of Microsoft SQL server 2000, 2005
- Installation of Microsoft Dynamics AX v4 server & Client
- Installing and configuring Virtual Centre
- Managing & Updating the Client & Server anti-virus update using McAfee EPO 4.5
- Regularly checking the Windows server patches
- Troubleshooting the Microsoft Dynamics AX client
- Supporting L1 & L2 Level Engineer in our organization
- Installing & configuring AD, DNS, DHCP Server
- Installing, Configuring and Troubleshooting mail clients like Microsoft Outlook, Outlook Express.
- Installations and support of software in server.
- Troubleshooting and diagnosing Hardware problems, Clients software problems.
- Performing Regular Backup and Restore operation using NT backup or Norton Ghost.
- Using Remote IDEAL Administrator And VNC
- Microsoft SQL Server 2003 Backup and Restore in Daily
- Handling HP Blade Enclosure System, HP SAN Storage, IBM System
- Managing & Updating the patches in client PC using WSUS
- Authorization of DHCP servers
- Maintained and Handled VM Ware (Virtual Machines)
- ODBC Data Sources configuring in User
- Configuring in Thin Client
- Maintained Client Applications Troubleshooting
- Installed and configured IIS Server
- Monitoring & Managing VMware Cluster in DR sites
- Availability, capacity and change Management for virtual environment

SM Technologies, Chennai, India   SM TECHNOLOGIES

Designation: **System Administrator** (Duration March 2010 to June 2012)

Job Profile:
- Installation, configuration and maintenance of all dell laptop and desktop issues.
- Experience in hardware, software & peripheral installation and Troubleshooting.
- Hand on experience of all kinds of pc.
- Installed, optimized and configured new system and application upgrades in existing network environment as per requirements
- Maintenance of Microsoft office outlook web access and maintenance of Microsoft office outlook E-mail. Troubleshooting of Microsoft office outlook database & structure problem
- Installed of latest Versions of Operating Systems on demand, per requirements of the clients.
- Attending calls as per service desk allocation through remedy.
- Monitoring Performance of Windows Servers
- Backup Management using Backup utilities
- Installations and configuration of Local & network printer.
- Troubleshooting network, hardware and software issues.
- Supporting video and audio conference issues
- Maintained Asset inventory for Desktops, Laptops, Printers and Scanners
- Installing and configuring Windows2000 Servers and windows 2003 server
- Installation and configuration of Active Directory domain controllers

OPAL SYSTEM, Chennai, India

Designation: **System Support Executive** (Duration October 2008 to Feb 2010)

Job Profile:
- Managing service Centre and User support
- Installations and support of software.
- Installed and set up Assembling System and Service
- Installed Hardware operating system software and application software on workstations
- Maintaining Both Hardware and Networking errors
- Installed and set up Assembling System and Service.
- Attended the card level service problem in all brand and assembled PC
- Maintaining client Windows XP And Vista
- Attending Software and Hardware Drivers Problems Leading first level of network engineer team to solve network issues
- Installations and trouble shootings in Laptops (DELL, HP, LENOVO)
- Maintaining day to day activities like checking for necessary disk space, Memory usage, Performance & Health checks using monitoring tools
- New PC configuration and operating system upgrades

Education

- **B.C.A (Bachelor of Computer Applications)** from, Bharath Postgraduate College, India
- **MCSE (Microsoft Certified Systems Engineer)** from Sans Bound Solutions (Dec 2008 – Nov 2009)
- **CCNA (Cisco Certified Networking Associate**) from IIHT (Indian Institute of Hardware Technology) (Jan 2007 – May 2007)
- **A+, N+ (Hardware & Networking)** from IIHT (Indian Institute of Hardware Technology) (Jul 2005 - Feb 2006)

Microsoft Certifications ID

MCSA (Microsoft Certified System Administrator)
MCSA ID 7229579

Personal Details

Date of Birth: 01.09.1986
Marital Status: Married
Nationality: Indian
Visa status: Visit visa (Immediately Joining)
Languages Known: English and Tamil

Declaration

I hereby declare that the above information are true and correct to best of my knowledge and belief.

Yours Sincerely

Place: UAE

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