



Feroskhan. A

Mobile: +971 56 768 2413

Email: frozrose@gmail.com

Career Summary:

- An overall experience of 8* years as an IT Technical Support Engineer.
- Sound expertise in Installing, configuring, supporting and troubleshooting Operating Systems and Applications in a Microsoft Windows environment.
- As a Level I Help Desk Support and troubleshooting, such as password resets, Network based printer configurations, break/fix instructions, ticket routing and escalation to Level 2 and Level 3 support & Setting up user accounts, permissions and passwords.
- Sound expertise in installing, configuring, supporting and troubleshooting System Such as IP CCTV Surveillance, Access Control, Biometric system, HID Omni key Reader, E-Pad Signature devices, Emirates ID Software Support, E-POS machine installation & configuration support.
- IT Client Side Support at ADNOC Distribution & ADGAS, ADEC, Al Ain School, Abu Dhabi higher secondary school & Abu Dhabi University as an end User Training & Support.
- Know about Very well of Card Designing Photoshop and Adobe Illustrator, Installing and troubleshooting in operating systems, hardware & software related problems.
- Installing & Configuring of Windows Server 2003 and 2008 & 2016, SQL server 2005-2008 R2 Express Edition.
- Creation and management of users and groups in Active Directory with Group Policy.
- IP Telephonic Configuration.
- Easy Lobby Visitor Management System installation & Configuration.

Areas of Expertise:

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|---|-----------------------------|
| ▪ End-user Training and Support | ▪ System Integration |
| ▪ Client Management Relationship | ▪ Detailed Documentation |
| ▪ Trouble-shooting and Issue Resolution | ▪ Maintain Technical Stocks |

Qualifications:

Academic:

Master of Computer Application (MCA)
(Software & Hardware Computer Application) (2008 - 2010)
SASTRA University, Kumbakonam, India.

Training & Certification:

HID & Fargo Professional Certified - (03 April 2016)
Cisco Certified Network Associate CCNA at Nadia – (Aug 2017)
Trained on BOSCH IP Security Products
Trained on HID Security Products
Trained on Computer Spare Parts & Hardware Support
Trained on End User Application Support
Biometric & Access Control System.

Employment History:

Business Connection L.L.C.,

(IT Technical Support Engineer) (UAE– Abu Dhabi) – (Oct 2010 to Till Date)

Responsibilities :

- Installing and configuring computer hardware operating systems and applications;
- Provide L1 & L2 support for the network team by physical installation and connection of network devices.
- Troubleshoot network issues from client end, and optimize client machines to perform seamlessly
- All kind of ID card Printer Support such as FARGO & HID ID Card, Zebra ,Evolis, Data card, Magic Card, Smart Card, Nisca Printer & Including Software like Card Five Fusion, ID Soft and Assure ID , badge maker , CardPresso & card Five vision Database Software.
- Design, configuration, integration, testing and maintenance of CCTV and Access Control System
- Provide technical direction and lead installation teams during installation, start-up, testing, system commissioning, and performance monitoring
- Undertake system repairs from the point the call is assigned until the system has been returned to service and proven to be operational (As per AMC agreements)
- Maintain safety precaution handling the company resources to avoid any hardware issues leading to downtime
- Properly escalate unresolved issues to appropriate with internal teams (e.g. software developers team)
- Maintain daily work plan and submit regularly. Document the technical knowledge in the form of notes and manuals.
- Interfacing with service desk agents and the incident management tool to accurately record all actions undertaken

- Implement full network connection and compile the devices through appropriate software.
- Installation of Microsoft SQL 2003 to 2008 R2 Express Edition and Configuration of database in SQL Database Server, and ORACLE 9i.
- Linking the Server and Client workstation Access Control System with the SQL database to store the data (Alarms, cardholders, access level etc) in the Database storage.
- Conduct customer site survey and provide sales engineering support, including collecting and recording detailed operational, fictional and technical requirements, developing project scopes, and providing overall system costing for Access Control & CCTV projects.
- Understanding Plans and specifications to identify the types and grades of materials and equipment needed to ensure compliance with project requirements.
- Monitoring and maintaining computer systems and networks;
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults through LAN & WAN;
- Following diagrams and written instructions to repair a fault or set up a system;
- Client Side Installation & Training Support plus repairing hardware spare parts & software troubleshoot & Remote assistance support to end users
- Undertaking routine, preventive measures and implementing, maintaining & monitoring network security;
- Hands-on experience with Windows/Mac OS environments
- Attend user calls assigned through Helpdesk and resolve in timely manner

Major Projects Executed:

- **Abu Dhabi University** : System installation & HID Controller support
- **Abu Dhabi Higher Education School** : POS Machine & 20 computer Installation of hardware with software support includes card printer & Time Attendance software support
- **ADGAS**: HID Entry Proximity Reader & Hand punch Attendance System Solution & ID Card Printer Support with client application.
- **ADNOC Distribution**: System Installation with ID card Printer , Customer Design Application, Biometric & Access Control Solution
- **British Business School** : Card printer hardware & software support & System Installation Support
- **Emirates Palace Marina**: POS machine & Windows OS Support
- **Presidential Flight** : Card Printer Application Software & Hardware Support
- **Site Technology**: HID & ID Card Printer with Contact less Encoder Solution.
- **G4S**: ID Card Printer & Biometric Solution (ZK devices
- **Workers Village**: CCTV (Samsung) & Access control Solution (ZK Devices)
- **Masood Village**: Access Control Brand (HID Vertex)& CCTV Solution(Panasonic IP)
- **Al Manhal Palace**: Biometric Solution(R2-ikadex)

Digital Factor Limited (Sub: BSNL Advice sync),

(Field Support Engineer) (UAE– Abu Dhabi) – (Apr 2009 to Apr 2010)

Responsibilities:

- Provided complete Help Desk / End-user support for several remote office locations.
- Testing, Commissioning & Programming of the Systems
- Assess Resources required to meet Functional Design Specification.
- System Troubleshooting and Maintenance.
- Effectively handle a high volume of call inquiries from customers, providing technical analysis on all users.
- Produce test schedules and ensures that testing takes place to meet agreed standards.
- Attending fault calls, assuring all users problem are solved in a very short time possible.
- Complete project and handover to Clients/Service.
- Ensure project close out and invoicing.
- Ensure installation is tested before handed over to users
- Attending fault calls, assuring all users problem are solved in a very short time possible.
- Ensure installation is tested before handed over to users
- Understanding Plans and specifications to identify the types and grades of materials and equipment needed to ensure compliance with project requirements.
- Monitoring and maintaining computer systems and networks;
- Remote assistance support to end users
- Hands-on experience with Windows Environment.
- Attend user calls assigned through Helpdesk and resolve in timely manner
- Data Management - Maintain Backup, Restore and Network Users data. Attend and troubleshoot user's computer problems (Hardware & software).

Major Projects Executed:

- Alcatel Development Center, Chennai.(System Assembly & AMC Maintenance –ACS)
- Hewlett Packard, Bangalore.(Attendance Software Integration –TNA Access Soft With Omnikey reader support)
- TIDEL PARK, Chennai.(Hardware Support - ACS)
- Sutherland Global Services Pvt.Ltd, Chennai.(System Assembly & DB Support)

Knowledge Base

Operating Systems	Windows 10, Windows 8, Windows 7, Windows XP, MAC OSX 10.0
Servers	Windows Server 2003/2008, Microsoft SQL Server 2003/2008 R2 Edition / 2016
Applications	Microsoft Office 2003 To 2016, Oracle 8/9i/10g/11g Installation & Application Support, Photoshop & Illustrator design in moderate level, Knowledge of type writing & Document Maintenance, Knowledge of Sql table creation Queries 9i & 10g Installation & troubleshooting issue.
Networking	LAN/WAN, TCP/IP, DNS, Routers, Switches, Modems
Video Conferencing	Cisco WebEx, Any desk, Ammy Admin, TeamViewer

Personal Details:

Date of Birth:	01 May 1987
Gender:	Male
Marital Status:	Married
Nationality:	Indian
Languages:	English, Tamil, Malayalam, Hindi.
Visa Status:	Transferrable Employment Visa
Driving License:	UAE
Total Experience:	9 year*

Yours Sincerely,

Feroskhan. A