

**Sohail Jaffer**  
[tambesohail@gmail.com](mailto:tambesohail@gmail.com)  
**Contact #:+971509320804**  
(MCSA)  
**Microsoft Certified System Administrator**



## CAREER OBJECTIVE

To develop my career as a 'Technical Specialist' in a company where I will be a valuable team member, contributing quality ideas and work and regularly updating my knowledge and skills. Being a part of the company and involving myself in the growth of the organization by way of applying the skills acquired and the experience gained.

## Professional Background

Microsoft certified professional having Knowledge & Extensive experience in Information Technology over 12 years of experience in various areas of Server Administration, Desktop Support, Network Support and Helpdesk Administration. Work independently as well as a team providing all facets of computer support such as troubleshooting, installations, and maintenance, skilled in providing Customer and End-User assistance pertaining to Helpdesk/Desktop Support. Easily identify and resolve technical issues and concerns, excellent communication and presentation capabilities.

## Professional Experience

### Organization: DAMAC Properties L L C.

February 2014 till present.

#### Job Profile: Technical Administrator



- Provide High Quality IT Support (Telephonic and Onsite) to the employees of DAMAC properties.
- Attend Helpdesk calls, try to resolve the issue, if not assign ticket through Service-desk(Web tool) to the relevant team for prompt resolution
- Provide L1 and L2 support on Damac Akoya Project for 2 months
- Provide L1 and L2 support on Damac Hotel Apartments.
- Providing support to Interface server
  
- Create door access cards and assign permissions in certain zones
  
- User management on AD and Exchange.
  
- Creating Avaya extensions, local and international dial out codes
  
- Avaya call logs and recording retrieve on request and call logs schedule to department head and accounts
  
- Supporting the Avaya telephony systems and liaising with the voice team for the same to make sure if there is any issue with the profile or calling issues.
  
- Supporting Jonas application for Golf Club at Trump International Golf Club
  
- Assign permissions on Opera application server as per their requirement.

- Create new profile Micros Symphony machines, create new Key cards to access
- Manage Wi-Fi (create voucher codes) and troubleshooting/monitoring through web portal
- Create different VLANS for admin, symphony pose machine, Wi-Fi N/W, admin area phone, guest phones and application interface on Cisco switches.
- Ensure prompt resolution of tickets logged via web, calls or e-mails pertaining to servers, workstations & application Issues via call reporting tool (Service-Desk).

Organization: **Raqmiyat LLC** worked for (client) **Abu Dhabi Commercial Bank (ADCB)**.  
June 2008- 30<sup>th</sup> January 2014

**Job Profile:** IT Support Engineer (Helpdesk / Desktop Support)

- Provide High Quality IT Support (Telephonic and Onsite) to the employees of ADCB across UAE.
- Responsible for SLA with regards to the client. Achieve or exceed SLA's agreed with the client on a weekly/Monthly basis
- Ensure prompt resolution of tickets logged via web, calls or e-mails pertaining to servers, workstations & application Issues via call reporting tool (BMC Remedy).
- Troubleshooting and configuration of Financial Application Reuters (Eikon & 3000 Extra) and Bloomberg (Anywhere & Professional) terminal which is being used within the Bank.
- Basic troubleshooting on BT broker boards
- Liaising with the 3<sup>rd</sup> Party Vendors via various modes of communication to ensure that issue / service call is resolved on time
- Escalating the incident to the concerned team immediately if it is not being resolved by L1 and L2 Team in case of High Priority issues with proper information updated by the team.
- Well versed with Incident Management Tool (BMC Remedy V.7)
- Creation of User ID in Active Directory, Exchange 2007 Server.
- Configuration of Ms Exchange Client, Citrix client & VPN Client, Blackberry Devices.
- Creating Packages for applications and Deploying through SCCM Server to all the workstations.
- Deploying security patches to the workstations and Servers through SSCM.
- Managing and troubleshooting of DHCP Server, Print server, and Shared folder Access,
- Troubleshooting on Active Directory and Exchange Server 2007 pertaining to L1 and L2 Level.
- Physical installation & configuring of Dell / HP Servers, Workstations, Point-sec Encryption on workstations\ laptops for security compliance, OS upgrade.
- Imaging workstations via Symantec Norton Ghost and Acronis True Image Applications.
- Understanding of the Group Policy hierarchy concept, deploying Group policies as per requirements apart from the standard group policy deployed on the domain.
- Troubleshooting and configuration of Reuters (Eikon & Extra) and Bloomberg (Anywhere & Professional) terminal which is being used within the Bank.
- Understanding the backend configuration for providing the access on router level as per the recommendation from Reuters and Bloomberg which includes Port level access for accessing the application.
- Installation and Configuration of Network Based Printers and Multifunction Devices (Network Scanning and Printing)
- Managing and troubleshooting of Active directory, security groups and mailbox pertaining to L1 and L2 issues.
- Troubleshooting and Configuration for Cisco routers connected to the Onsite ADCB ATM Machines and Branches across Dubai.
- Configuration and Troubleshooting of Alcatel, Avaya and Cisco IP Phones and Nortel Pabx Phones.
- Coordinating with various teams to identify from IT and business to ensure that the issue is resolved at the earliest.
- Comply with Bank Group IT security standards and group Audit recommendations, service quality.
- Identify the service improvement areas, planning up with service improvement plans and implementation methods.

## Projects participated & Associated

### **ADCB Bank Midas Project**

- RBS was taken over by ADCB on 1<sup>st</sup> OCT 2010; my role was to get actively involved in the integration part where I got a chance to enhance my learning, technical and management skills. My work comprised of :
- Testing of the application on cross domain structure, identifying the root cause of the issue with the application before configuring on cross domain.
- Troubleshooting on the network related issues and informing the Core Network Team for the same.
- Involved in the integration for helpdesk and Avaya telecom.
- Actively involved for the movement of staff during the takeover.
- Liaising with various teams from IT and Business for getting the request completed within the mentioned time frame.

### **LICENSE APPLICATION INSTALLING THROUGH SCCM:**

Creating ADCB License applications packages, testing and deploying through SCCM across the N/W.

### **ADCB POC for Virtualization**

- Tested with the virtualization application for POC on Desktop level and provide detailed report for the extensive use of applications.
- Coordinating with the vendor for getting support while the time of core testing.

### **ADCB Bank ICCS Implementation**

- ICCS - Scanning & Uploads of all incoming & outgoing cheques from branches & back offices, To centralized server which can be assessable to required users and linked with Central Bank of U.A.E.

## **Projects**

- Implementation of ICCS (Inward Cheque Clearing System)
  - Responsible for testing for the Application on the user End Side.
  - Responsible for completing the mentioned Project for Dubai and Northern Emirates within the time frame.
  - Providing periodic reports for the testing and implementation of the application.
- Migration of MS Office 2003 to MS office 2007 for all the users in Dubai and Northern Emirates.
  - Managed the Migration & Implementation of MS Office from 2003 to 2007.
- Implementation of NewGen Omniflow for the users in Dubai and Northern Emirates.
  - The project involved stages from testing, installation, and configuration of the application.

## **Work Experience**

### **1) Company Name: Computer Depot, Bur Dubai, U.A.E**

Company Profile: Sales and service

Position: Senior IT engineer

Duration: 27<sup>th</sup> Sep 2007 to 07<sup>th</sup> Mar 2008

Job profile:

- Onsite Installation and configuration of Servers, Work Stations, Business Laptops & HP Compaq PCs. (HP Hardware Support - Onsite Service)
- Installation and configuration on Windows 2003 and Windows XP.

- Handling day to day Customer Service Calls, Maintaining Customer Service Report.
- Execute IT functional requirements of corporate clients, involving presales consultant process, customized hardware & multimedia projects

**2) Company Name: Kunhar Peripherals PVT Ltd @ Pune India.**

Position: IT Administrator

Duration: 1<sup>st</sup> Nov 2006 to 20<sup>th</sup> Aug 2007.

Job Profile:

- Includes maintaining LAN connectivity, maintaining MS Windows Server 2000 and 2003 server.
- Based network. Installation & configuring of network, new hardware / software including Desktop support on MS Windows XP, 2000, 98 and Ms Windows Server 2003.
- Install the branded machine assembled machine and Laptop also (Compaq, Acer, Lenovo, Sony, Hp, Dell.)
- Create Wi-Fi Network and create the LAN Network.
- Installation, configuration and administration of Active Directory setup on Windows 2000 & 2003.
- Installing and configuring Protocols such as TCP/IP, FTP, Telnet, DHCP, SMTP and Services.
- Solving System related problems. Troubleshooting the Internet services, Hardware related problems of the Clients. Installing and configuring all types of software OS, Device Drivers.

**3) Company Name: Kerrox Technologies @ Pune, India.**

Company Profile: Develop JAVA Software, VB.Net Software

Position: Trainee System Administrator

Duration: 1<sup>st</sup> May 2006 to 20<sup>th</sup> October 2006

Job Profile:

- 1) Assemble new Computers and Installing O/S and Driver software's
- 2) Troubleshooting all kind of computer accessories up to chip level.
- 3) Upgrade of old computers.
- 4) Setup of Network Infrastructure for Local Area Network (LAN)

## IT Professional Qualifications & certifications

- ❑ **210 (MCP)** Microsoft certified professional
- ❑ **290 (MG&MT)** Managing & Maintaining a Microsoft Win sever 2k3
- ❑ **291 (IM&MT)** Implementing Managing & Maintaining a Microsoft Win sever 2k3 N/W Instructor
- ❑ Cisco Certified Network Associate (CCNA) Perusing

## Academic Qualification

- ❑ Bachelor of Commerce (B.Com) from Mumbai University (Batch 2006), Bombay, India.

Advance Diploma in Computer Networking & Hardware "from Jetking, Technology institute @ Pune India.  
Included Syllabus (A+, Network+, MCSE 2003, CCNA)

Languages Known: English, Urdu and Hindi

Driving License: U.A.E Driving License (Light Motor Vehicle)

Personal Details:

Date of Birth: 12<sup>th</sup> Jan 1984.  
Religion: Islam.

Nationality: Indian.  
Marital Status: Married.

**References :**

**Available upon request.**