



IMRAN KHAN

IT TECHNICAL SUPPORT ENGINEER

Phone: 00971-557295722
License: Valid UAE driving license
Visa Status: Residence visa - ready to join immediately
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To become a technically sophisticated and business savvy management professional with a pioneering career focus on the latest Information technologies and involve myself in desktop and network support of high caliber for a highly motivated company.

PROFESSIONAL EXPERIENCE

COMPANY - HALIAN INTERNATIONAL FZ LLC / CLIENT - NEW YORK UNIVERSITY ABU DHABI

August 2017 to April 2019

CLIENT SERVICE ANALYST

- Provide first level problem resolution for all incoming calls. Perform all phases of troubleshooting including interpretation, **analysis**, **research**, and **resolution** of technical problems for several major product categories, operating systems or networking environments.
- Provide IT technical support for entire NYU AD Faculty, Staff and Students to ensure **productivity**.
- Solved client's issues with a **98 %** quality assurance rating.
- **Helpdesk** for NYU AD Faculty, Staff and Students to provide phone and walk-in support.
- Coordinate with users and researched and recommended needed hardware or software for the user.
- Provide basic and primary technical support for **SAP system** in **Citrix** environment.
- Formatting, **Imaging** and **reimaging MacBook pro & iMac**.
- Provide **Tier level-3 IT support** for **Windows XP and Windows 7 / 10 desktops and laptops** for entire NYU AD Faculty, Staff and Students.
- Troubleshooting of **desktop, laptops, printers, iPhones, iPads and Blackberry**.
- Installing, configuring & troubleshooting **Microsoft SharePoint server & One Drive Lync** for business.
- Provide L1 & L2 support for **NYU classroom**.
- Configuring & troubleshooting **NYU Classes** learning management system (**LMS**) for students.
- Configuring & troubleshooting **Extron Control with epon projector, Blackboard & learning content management system (LCMS)** for NYU e-learning classes.
- NYU IT equipment's asset tagging and **asset management**.
- Updating and maintaining NYU IT **CMDB**.
- Installing, configuring & troubleshooting **Skype for business**.
- Provide first and second line support for help desk, **troubleshooting** numerous **hardware** and **software** systems through **remote management** and step-by-step instruction.
- Configured software, **Firewall** and **VPN** troubleshooting, **LAN, DNS, DHCP** settings and browsers internet settings to allow accessibility to online products.
- Basic troubleshooting for mobile devices including **Android** and **Apple** phones.
- Created, managed and reset Faculty, Staff and Students accounts via **active directory (AD)** password administration and account management.
- Logged all interactions with clients via **ticketing system (HP Service Link Engine)**.
- Engaged a Senior Project Manager to present a different, more effective way to request on boarding of new hires.
- Interacted with **multiple departments** to ensure top-notch technical support.
- Updated and reviewed all open tickets daily to ensure tasks were completed in a **timely manner**.
- **Identified, analyzed** and resolved problems with **91% First Call Resolution**.
- Provided excellent client service to all NYU AD locations while maintaining a **100% SLA** using Service Link Ticket system.
- Troubleshoot Network related problems like internet issue, **sharing printer issue, sharing folder issue & network printer issue** on **MAC & WINDOWS OS environment**.
- **Imaging** and **reimaging** desktops and laptops whenever necessary using **LANDESK** console.
- Installed software, configured and tested client PC's, ensuring proper functionality of software.

- Maintaining NYU staff & faculty official email addresses via **Microsoft office 365(administrative task)**.
- Configured and maintained entire NYU AD Faculty, Staff and Students accounts in **Active Directory (AD)**.
- Troubleshoot Software related problems in **MS Office application, Adobe products** etc. on **MAC & WINDOWS OS environment**.
- Provided **extensive support** for **Windows** and **Mac platforms**.
- **Remotely logon** to clients machines via **LANDESK** or **TeamViewer** and perform installation of software and updates by using standard scripts or manually installing the application.
- Installing, configuring & troubleshooting **Microsoft Exchange Server 2010 & 2013**.
- Diagnosed hardware and software issues in application and client's PC's with a overall customer satisfaction of 85%.
- Provide IT technical support for **onboarding** and **offboarding** entire NYU AD Faculty, Staff and Students.
- Configured VPN connectivity in user computer threw **CISCO AnyConnect**.
- Provide IT technical support in events conducts by NYU AD.
- Configured **CISCO IP phone** and Voice mail threw Cisco Unified Communication Manager (**CUCM**).

COMPANY - HALIAN INTERNATIONAL FZ LLC/ CLIENT - AL TAYER GROUP

May 2017 to August 2017

DESKTOP & POS XR7 TECHNICAL SUPPORT ENGINEER

- Provide desktop & network technical support for AL Tayer retail sector (**Harvey Nichols – Mall of The Emirates, Bloomingdales – Dubai Mall, AL Tayer head office**).
- Installing , troubleshooting and upgradation of **POS NCR XR7** system for AL Tayer retail sector (Harvey Nichols – Mall of The Emirates, Bloomingdales – Dubai Mall, AL Tayer head office).
- Installing and troubleshooting **NCR printer, barcode scanner** and **POS keyboard**.
- Used **ManageEngine** and Service Now call tracking systems to log, track and manage Incidents and Service Requests.
- Troubleshoot and repair network connectivity, services, and software, cabling and performance problems.
- Conduct computer/software diagnostics to investigate and resolve problems and to provide technical assistance and support as per agreed **SLA**.
- Technical support on **IOS device** (IPad, iPhone and Apple TV).
- Troubleshoot Software related problems in **MS Office application, Adobe products** etc. on **MAC & WINDOWS OS environment**.
- Technical support on **Autodesk products and licensing**.
- Troubleshoot Network related problems like internet issue, sharing **printer issue, sharing folder issue & network printer issue** on **MAC & WINDOWS OS environment**.

ENGINEERING CONTRACTING CO. LLC DUBAI

March 2011 to May 2017

DESKTOP AND NETWORK TECHNICAL SUPPORT ENGINEER

- Maintaining Company Server & providing IT Technical support.
- Providing IT Technical Support in **Oracle 8i & 11g**.
- Installing and configuring **Windows 2000/XP/2003/Windows10** desktops, **MS Office Applications 2007/2010/2013** and other software packages.
- Installs, configures, fine tune and maintains computers, networks, file and print servers, and other devices, adds or upgrade disk drives, Memory, CD ROM units, printers, and related equipment.
- Knowledge of **Active Directory, Configure users**, emails, Internet, network devices, print servers, shared resources etc.
- Troubleshoot and repair **network connectivity**, services, and software, cabling and performance problems.
- Troubleshoot and repair **Time Keeping System software**, hardware and connectivity problems.
- Provide basic instruction / guidance to staff in proper operations of installed systems to maximize the efficient and effective use of those systems.
- Act both proactively and reactively to define and resolve hardware problems and recognize and implement opportunities for improved hardware services.
- Assure the **timely diagnosis** and arranging for the repair of all company owned hardware equipment.
- Assist with the installation of new and/or **upgraded hardware equipment** and software.
- Email exchange support (**Office 365**).
- Telephones/ **AVAYA** management console.
- Providing technical support on **Microsoft Office (2006/2010/2013/2016)**.
- Technical support on **Autodesk products and licensing**.
- **Email configuration**, backup and troubleshooting in Microsoft outlook (2007/2010/2013/2016).
- Maintaining company staff official email addresses via **Microsoft office 365(administrative task)**.
- Providing technical support for more than 60 site staff in canon **uniFLOW** software.
- Providing user authentication in **windows server 2012 R2** standard for canon uniFLOW software for printing and scanning.
- Recharging the user accounts weekly or monthly according to the company budget policy in canon uniFLOW software.
- Coordinate with canon uniFLOW technical support team for any critical technical problem.
- **Troubleshoot Network related problems** including internet problems, logon problems, printer problems, software/hardware

problems.

- Installation of **SQL Server 2008** for Timesoft application for timekeeper, resetting user passwords, assigning group membership to users, assigning folder/file permissions etc.
- Configuring Wi-Fi and VPN on user laptops and supporting user mobiles on **IOS** and **Android**.
- Installation of **HP printers** on the network.
- Conduct computer/software diagnostics to investigate and resolve problems and to provide technical assistance and support as per agreed SLA.
- Refer major hardware or software problems or defective products to vendors and Global IT teams for troubleshooting and servicing.
- Configure **WD cloud HDD** and provide the access of folder to staff according to the access permission (Read/Write).

AL REDHA GROUP INVESTMENTS LLC DUBAI

October 2009 to February 2011

DESKTOP TECHNICAL SUPPORT ENGINEER

- Installing, configuring, upgrading, testing, and **troubleshooting** end-user HP desktops/laptops and related hardware and software.
- Provided remote/onsite support to group users to resolve issues with specific applications, including Windows 2000/Xp, **Microsoft Office 2007**, **Ms. Outlook 2007**.
- Organized & implemented desktop/hardware migration project at 26 business units for over 2000 HP desktops/laptops from windows 2000 to windows Xp.
- **Escalated** the calls with vendors for support and servicing of desktops/laptops/printers etc.
- Acted as a backup for **IT Helpdesk** Team Leader and assigned work orders and tasks to helpdesk engineers and supervised them.
- Liaising with system admin & network infrastructure team for 2nd line support and other joint project goals such revamping of local area network at various sites.
- Maintained & updated inventory of all configuration items & assigned IP addresses.
- Setup desktop computers and peripherals and test network connections.
- Technical support on **Autodesk** products and licensing.
- Email configuration, backup and troubleshooting in **Microsoft outlook (2007/2010/2013/2016)**.

JUTLA IT SOLUTIONS FZCO FZ LLC

January 2008 to December 2008

DESKTOP TECHNICAL SUPPORT ENGINEER

- Build new laptops, workstations and desktops.
- Backup old laptops, workstations and desktops in the server.
- Making deployment strategies for the new and existing sites.
- Making FAQs for all the required applications and software for Jr. Engineers.
- Installation of all the required applications and software as per audit in each system.
- Caching roaming profiles in the systems.
- Creation, **Deployment, Configuration & Management** of new environment for sites.
- Troubleshoot and resolve complex, critical, and sensitive technical support issues.
- Manage a personal queue of incidents by effective time management and **prioritization of issues**.

EDUCATION

Jai Narain Vyas University Jodhpur Rajasthan India

March 2003 to Jun 2006

Master of Computer Application

Jai Narain Vyas University Jodhpur Rajasthan India

March 2000 to February 2003

Bachelor of Science

New Govt Sr. Sec. School Jodhpur, Rajasthan India

April 1999 to March 2000

Senior Secondary 12th

New Govt Sr. Sec. School Jodhpur, Rajasthan India

March 1998 to April 1999

Secondary 10th

CERTIFICATIONS

ITIL v3 Information Technology Infrastructure Library

March 2017

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TRAININGS

HIPAA Health Insurance Portability and Accountability Act

July 2017 to August 2017

Training conducted by HP DXC.

Stress Management , Time Management and Leadership Skills

November 2018 to December 2018

Training conducted by HP DXC.

PROJECTS

Windows 10 gold rollout

November 2018 to January 2019

Lead and successfully deployed NYU approved image of windows 10 gold in 1200 nodes in entire campus through LANDesk management console. Involved in project, infrastructure planning, implementation and deployment.

BitLocker encryption project

February 2019 to April 2019

Lead and successfully implement the BitLocker encryption in entire NYU faculty, staff, management's laptops and desktops. Involved in project planning, implementation and deployment.

ESET Endpoint Antivirus rollout

June 2014 to September 2014

Lead and successfully implement the project of ESET endpoint antivirus deployment on 800 nodes in different ECC sites. Involved in project planning, implementation and deployment.

SKILLS

DESKTOP TECHNICAL SUPPORT

- OS installation: - Win XP, Win Server 2003, 2008, Win Vista, Windows 7, Windows 8/8.1, Windows 10.
- Assembling, hardware up gradation troubleshooting.
- Windows maintenance, dual booting, upgrade & update the windows.
- **MS outlook configuration**, Outlook backup & restore and troubleshooting.
- Disk Management, partitions.
- Printer installation and troubleshooting.
- **Antivirus** update & virus protection.
- **Scanner** configuration & troubleshooting.
- Troubleshooting of hardware and O/S.
- **Remote desktop** and Remote assistance.
- Basic Firewall configuration.
- **SQL Server** Installation , backup and Restore.
- User Profiles Backup and Restore.
- Sharing folder, sharing device & Printer.

NETWORK TECHNICAL SUPPORT

- Basic Networking, Map drive, Data sharing.
- **TCP/IP Configuration**, Smooth running internet, Maintenance.
- Wireless Networking, Networking in Domain environment.
- Cabling, patching, and LAN troubleshooting.
- Router configuration.
- Configuration of **WD cloud HDD** on the network.

SERVER SUPPORT

- Active directory domain services (**ADDS**) installation & Configuration.
 - **DHCP** server installation & configuration.
 - **Hyper-V** installation & configuration.
 - Remote desktop services (**RDS**) installation & configuration.
 - **GPO** management.
 - iSCSI installation & configuration.
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- Folder sharing & access permission.

PERSONAL DETAILS

English , Hindi , Urdu (Full professional proficiency), **Date of Birth** (31-March-1982), **Marital Status** (Single), **Joining Time** (Within one week), **Passport No** (Open for request), **Passport Date of Issue** (02-May-2016), **Passport Date of Expire** (01-May-2026), **Salary Expatiation** (Negotiable), **Driving License** (Valid UAE driving license)