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OBJECTIVE:

To secure a position as an IT Engineer in a growing technologically driven organization challenge my skills and utilize my strong leadership, analytical and problem solving abilities and to excel in advanced inter-network & dynamic environment to my fullest potential.

EDUCATION:

MS-CS. (Virtual University of Pakistan)

MSc-CS (University of Agriculture Faisalabad, Pakistan)

CERTIFICATIONS:

- **Cisco Certified Network Associate (CCNA) (CSCO11918825)**
- **Microsoft Certified System Engineer (MCSE 2446767)**
- **Microsoft Certified Database Administrator (MCDBA 2446767)**

TECHNICAL SKILL:

- Managing and maintaining a MS windows server 2012 environment
- Installing, Licensing, Updating windows server 2012
- Configure windows server 2012.
- Managing, creating Users, Groups and policies in ADS Computers
- Managing disks, creating and converting partitions, compressing folders and files and backup.
- Accessing files and folders, configuring NTFS & SHARE permissions, creating share folders.
- Managing Print Server, Creating and sharing printers, Assigning permission, Managing print documents and queue status
- Installing and configuring Terminal service server.
- Performing system recovery function and creating remote desktop connection.
- Implementation, management and maintenance of windows server 2003 network infrastructure
- Installing, configuring TCP/IP features and managing IP routing.
- Administering security policy and managing IP security.
- Installing, configuring and managing DHCP, DNS and RIS.
- ISA Server 2004 and 2006 and TMG Administration
- Installing, Managing and maintain of Exchange Server.
- Microsoft Azure Cloud Administration.

Linux, Red Hat, Cent OS, Fedora, Ubuntu

- Installing and Maintaining SMBA Server
- Installing and Maintaining SQUID,PFSENCE Server
- Installing and Maintaining FTP Server
- Installing and Maintaining Email Server (Zimbra)
- Installing and Maintaining CRM Server (Vtiger)
- Installing and Maintaining PBX Elastix Server

Cisco Routers and Switches Configurations

- Configuration of Cisco 2800 series router with 12.4v of IOS.
- Configuration of Cisco 2950 series switches with 12.2v of IOS.
- Migration to new IOS image from different locations.
- Configuration and knowledge of static & default routing.
- Configuration and knowledge of RIP v2, OSPF and EIGRP routing.
- Trunking, VLAN and NAT (PAT) configuration
- Security implementation with Access-List on router and creating banner messages
- Backup & Restore IOS of router and switches.

- TCP/IP services, IP Addressing & Sub netting, VLSM.
- Concept of Layer 2 and Layer 3 switching.
- Knowledge of advance switching protocol, RSTP, STP, VTP.

Operating Systems

Microsoft windows7, Window 10, RHEL, SUSE, Ubuntu, Cent OS Windows Server 2008, Windows Server 2012, Windows Server 2016.

Technical User Support.

Client Relationship.

TRAINING:

- CCNA from Lahore Corvit System Pakistan
- MCSE 2003 and 2012 From Lahore Corvit System Pakistan
- Red Hat Linux Fedora and Cent OS
- Installing and Maintaining SMBA Server
- Installing and Maintaining SQUID Server
- Installing and Maintaining FTP Server

EXPERIENCE

MasoodTextile Mills Ltd:

From 2009 to date as Deputy Manager Network

Active directory Users and Computers:

- Installing, Maintaining and troubleshooting all users computers domain controller. Setting permission getting report active non- active and all users information using Active directory TOOLS. Its third party software on one window all options available with secure authentication taking backup using RDP or Dam ware mini utilities.
- Installing Configuring child domain we are using three domain controllers in our environments and managing Domain controller Active directory users and computers group policy, setting permission on users and groups as per company policy and updating daily basis work on logs files.

TMG (Threat Management Gateway):

- Installing, Manage and troubleshooting of TMG (Threat Management Gateway). Creating group for internet access and non-internet access for the users. Block website and maintaining as per company policy using sonic-wall firewall.

Printer Server:

- Installing, Managing and troubleshooting and adding new printers on network or local printer and sharing them in between two or more than two computers depends upon site requirements, remove printers from sites and from Print server also, set permission on Printer Server for green printing,

File Server:

- Installing, Maintaining and Troubleshooting file server set permissions on users groups and departments. Sharing folders with permission as per department requirements taking backup daily basis weekly basis and monthly basis.

Symantec Backup Server:

- Installing and managing Symantec backup server for taking backup for file server monthly basis taking backup on tape drives and restore backup as per users requirements and store in locks.

Kaspersky/MacAfee Anti-Virus EPO Server:

Installing and maintaining MacAfee EPO Server and push updates on clients. Block USB for the users and computers

Cisco Switches:

Installing and configuration troubleshooting Cisco Switches as per our network environments using power shell commands and GUI.

CCTV IP Base Camera:

- Installing and configuring for CCTV Projects inside and outside the refining checking logs and recording on daily basis if there is issue going onsite for troubleshooting with Contractors.

Access Control System:

Installing and maintaining troubleshooting for access control system also resolving issue for the users if there are logs IN and OUT are missing for them, helping them to apply task in the SAP system.

Helpdesk Calls:

- Supporting and resolving the issues for Network team and end users on calls and on Email or using RDP, Dame ware Mini Control, Ideal Administrator.
 - Laptop scanning of users for maintaining IT Security Policy
 - Resolving users issues ASAP on calls or Using RDP for better performance for helpdesk
 - Supporting access control team on calls or through RDP.
 - Installing the printers and scanners on calls or Using RDP Dame ware Mini Control, Ideal Administrator.
 - Checking and resolving Maximo and IT Self Services Issues for the users using Dame Ware Mini Control, Ideal Administrator.
 - Installing and configuring new PC joining domain setting required software and applications for new users as per company policy.
 - Contact with other sites for resolving issues in application.
 - Updating IT inventory on daily basis and Email to IT Group for their information.
 - Resolving the end users issues on calls if problems with Hardware then going on site.
 - Creating Acronic True IMAGE/ Clonezilla and deploying on users computers as per need.
 - Updated Microsoft windows 7 to Microsoft Windows 10 using Acronis True Image & taking backup.
 - Changing Power supply, HDD, DVD Room, RAM Processor, FANS from the server or computers.
 - Coordinates with MDS team for PC hardware issues and follow-up if they took any asset from Company.
 - Email archiving whenever end users call on helpdesk active Enterprise vault for them.
 - Attending more than 400 calls on monthly basis on helpdesk for resolving users issues
- Taking care of existing support engineer work when he went for vacations.
- Updating antivirus and other applications as per requirements from end users.
 - Updating the software and SAP Issues for end users on calls or With RDP.
 - Sending daily basis report by email to team leader helpdesk calls and Maximo and IT Self Services Issue.
 - Scanning cd and USB and coping data to end users as per there request.
 - Writing cd to cd or data to cd as per user's Maximo request Structure of cabling or cable layout as requirements for site or user.
 - Backup on daily basis weekly basis and monthly basis.
 - Changing Images and videos on Big LED's Display as per Company requirements.