

Abdul Haseeb Bhatti

IT Support & IT Infrastructure Engineer at Gulf Business Machines

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Current Location: Abu Dhabi, UAE

Visa Status: Visit Visa

Nationality: Pakistani



Area of Expertise/Skills

- Level 1 to 3 Support
- IT Infrastructure Management
- Incident Management
- ITIL Service Desk
- Ticketing System
- 24/7 Help Desk
- Desktop Support & Preventative Maintenance
- Endpoint Security / Antivirus
- MS Windows 10 Administration
- MS Office 365 Administration
- Active Directory Administration
- Microsoft Windows Server 2012/2016
- MS Exchange Server 2013 & Outlook
- User, Group & Security Policies,
- NAS Server, File & Print Server
- Audio/Video Conferencing
- Network Design & Implementation
- Network Troubleshooting
- LAN / WAN/ WLAN Management
- Voice over IP Networks
- PF Sense Firewall, Untangle Firewall
- Fortinet Firewall, Sophos Firewall
- DNS & DHCP Server
- Network Area Storage (NAS)
- Web Filtering, Access Control

Professional Courses

- CCNA Routing & Switching
- Cisco IT Essentials
- Cisco Mobility Fundamentals
- Cisco Cyber Security Essentials
- Cisco IT Essentials
- Sophos End User Protection

Nov 2019 – Present

IT Support Engineer

Gulf Business Machines

- Supporting Day-to-day IT services and Providing End User Support from level 1 to level 3 in relation with Windows OS 10, Office 365, Enterprise Network, LAN / WAN, Printers and Scanners.
- Troubleshoot and resolve various LAN/WAN/LAN connectivity issues, including firewalls, servers, switches and voice over IP network, installation of access points and cisco Switches.
- Perform Active Directory administration tasks, including security permissions, group policies, creating and managing users and groups and account lockouts.
- Administering Network Area Storage (NAS), File Servers, Print Servers and assigning security permissions and policies.
- Provide support for Microsoft Exchange server 2013 in creating mail boxes, groups, manage mailboxes, auto forwarding & reply, configurations of outlook etc.
- Proficiency in administrating Office 365, assigning licenses, managing users, deactivating old devices where licenses are not required, and generating usage reports.
- Supporting Cisco Jabber Licences, creation and management of IP phone extension in Cisco Unified Call Manager.
- Perform desktop preventative maintenance including Updates & Patches, System Performance Monitoring, Storage and Recovery Management, Software Installation and Configuration, Remote Access and User Profile Management.
- Deployment of new Desktops, Laptops and workstations, installation & troubleshooting of Win OS 10, server 2012, 2016.
- Respond and resolve all the tickets, incidents, requests within prescribed SLA and enforce the ITIL Framework.
- Supporting Cisco Spark Audio/Video conferencing and training uses for the conferences.
- Perform scheduled maintenance of data centre, racks, servers, switches and installation of additional network points.
- Installation and configurations of network printers on print server, configurations of address book, network folders.
- Coordinating with hardware and software vendors for support and services.

March 2018 – Nov 2019

IT Support Analyst (Team Leader)

British American Tobacco

- Deliver managed IT services and provide level 1 - 3 support to over 250 users in relation with network, OS, software/hardware, printers/scanners.
- Provide network infrastructure support for a manufacturing facility with 30 Cisco Switches, 10 fiber optic connected intermediate distribution frame cabinets, 15 Wireless Access points. Troubleshoot and resolve various WAN/LAN/WLAN connectivity issues, including firewalls, servers, switches and voice networks.
- Provide support for MS Windows Operating System including Win 7, 8.1, 10 and Win Server 2012, 2016, MS Office 365 and Skype for Business, creating user login accounts and configuration of outlook E-mails.
- Maintain stable operation of windows server infrastructure including data/file servers, active directory and GPOs.
- Assisting & assigning users to setup Telepresence & Video Conference meeting in Cisco Telepresence Portal & providing support to Cisco NOC for troubleshooting network faults.
- Install, configure, test and maintain operating systems, application software and system management tools.
- Provide endpoint security & remove malwares and other threats from laptops, desktops and servers.
- Enforce the ITIL framework and address & close tickets efficiently with rate of 20 completed tasks per day.
- Participate, plan and assist in disaster recovery and backup plans & projects.
- Implement company policies, technical procedures for preserving integrity and security of data, & access.
- Perform scheduled maintenance of servers & network hardware in data centres and remote office data closets.
- Provide planning for annual budgets to fund IT projects and controlled spending within budget.
- Coordinate with 3rd party vendors on purchasing of new IT equipment.

June 2016 – March 2018

Network Support Engineer

Nayatel Pvt Ltd. Islamabad

- Provide enterprise network infrastructure support for an Internet Service Provider (ISP) with 60 Cisco Switches, 20 WLAN Access points, 800 desktops and laptops, 50 HP enterprise printers/scanners, 150 VOIP phones, 20 A/V Sony Projection Systems, and a main data center & disaster recovery sites.
- Install, configure and support LAN, WAN, WLAN and voice over IP (VoIP) for 1000+ Person Company.
- Implement WAN and LAN designs in multi-datacentre configurations.
- Collaborate on network implementation, and maintenance of routers, switches, firewalls and WAN optimization.
- Plan and design projects and analyse existing network systems and procedures to foster efficiency.
- Maintain and support VoIP server, configure extensions & create ring groups & call forwarding rules.
- Configure, monitor and maintain email applications and provide endpoint security by Cisco AMP.
- Configure and operate IP Surveillance Cams, NVR/DVR & keep backup of recorded footages.
- Manage data backups and disaster recovery operations for 1000+ person Company.
- Provide level 1 to 3 support in relation with OS, software, hardware, printers, scanners and network.
- Manage access control services on squid proxy server/firewall and kept day to day changes in ACL & LAN policies.
- Keep record of authorized access users & track of IP pool's blocking issues.
- Manage and support active directory, data & file servers and assign GPOs.
- Close trouble tickets quickly and efficiently with rate of 30 completed tasks per day.
- Install patches and performed backups, system builds and image updates.

Education

Diploma of Associate Engineer (DAE)
(3 years Higher Diploma in Electrical Engineering)
PBTE, Lahore,
2016

SSC (Matriculation)
Computer Science
BISE Gujranwala
2013

Projects

- Deployed VoIP via Cisco Jabber at Tadweer, Abu Dhabi Center of Waste management.
- Supervised and Deployed Cisco Spark Audio/Video Conferencing Services at Tadweer, Abu Dhabi Center of Waste management.
- Deployed Enterprise Network and VoIP Network at Nayatel Technical Assistance Centre
- Planned and Implemented Disaster Recovery at PTC Jhelum
- Provided VOIP and IP TV at Telenor Pakistan Head Office
- Planned & Deployed Data Centre & Disaster Recovery ACE Money Transfer
- Managed Data Backup & Recovery at ACE Money Transfer Ltd
- Deployed IP CAM Service at Nayatel I-9 Warehouse