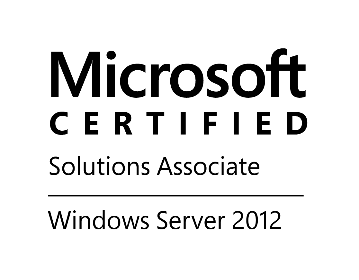
******Syed Ishaq**

### Contact: +971508771608 (UAE)

### Other Contact: +918801744153 (India)

**Email id:** [**mr.syedishaq@gmail.com**](mailto:mr.syedishaq@gmail.com)

**Visit Visa Valid till 15th February**

**Can Join immediately**

**CAREER OBJECTIVE:**

Passionate and Professional IT Engineer with 6+ years of experience, aspires to capitalize on technical skills by effectively contributing towards company goals. Skilled in Windows server Administration, Virtualization, IT Technical/Desktop support, End User Support, ERP administrator, IT infrastructure management and monitoring, Email administrator, Customer Service Management, Software/hardware installation operation and maintenance.

**CORE COMPETENCE/KEY SKILLS:**

* Excellent in Installing, configuring, managing and troubleshooting **Windows Servers 2008/2012/2016** and its services, ERP systems, End-user issues, Application related issues, Email systems, and Microsoft Office Suite.
* Configuring, managing and troubleshooting **Active Directory Services**, **TCP/IP, DNS**, **DHCP, Group Policies, File Server, User management.**
* Providing first-line **Technical Support** and answering support queries to employees via **calls, Email, and Remote access.**
* Good understanding of **ITIL framework and services,** Service operations **-Problem Management, Request Management** and **Change Management.**
* **Incident Management**-Possessexposure to troubleshooting and resolve issues in **IT Service Management Tool** as per the **ITIL** **Standards** of creation and closure of incidents.
* Worked on **ticketing tools** like **Manage Engine service desk**, **Service-now**, and **BMC remedy** etc.
* Respond to issues quickly and efficiently and ensure that **SLAs** are met.
* Build and install PCs, **telephone systems**, wireless networks and peripheral devices (such as **printers, scanners**, mobile/smart phones)
* Install new rebuild existing servers and configure hardware, software, storage, etc.
* Troubleshooting and resolving software errors and hardware faults and resolving customer issues.
* Providing **Network Support** and monitoring the IT infrastructure environment including **Cabling, Cisco Switches, Routers**, **Firewalls, VPN, Web Servers,** etc.
* **Office 365 administration** and **Microsoft Outlook email client.**
* Installation, Configuration, and management of **VMware ESXi, Vcenter server** and **Hyper-V Virtualization.**
* Excellent in server monitoring tools like **SCOM**, **Nagios xi**, for Infrastructure and VMs monitoring.
* Configuration and maintaining **NAS storage** and **backup** solutions by using **Acronis.**
* OS deployment, Patch management and remote control through **SCCM** and **Desktop central**



**PROFESSIONAL WORK EXPERIENCE:**

Organization: **Techwave**

*(Techwave is a CMMI Level 3 appraised company in leading IT and*

*Solutions partner Revolutionizing digital transformations across industries)*

Duration: May 2017- October 2019

Designation: **System Administrator**

**Responsibilities:**

* Responsible for handling data center maintenance of Physical servers and virtual hosts of our client.
* Responsible for account creation for new hires/account disabled for termed users.
* Monitoring and maintaining the performance of Computer systems and Networks through **SCOM monitoring tool.**
* Work on **Service request**. **Incident** and **Change request** within SLA.
* Using **Manage Engine service desk** tool to monitor and maintain the IT requests generated from the user.
* Provide first line **Technical Support** to employees via calls, Email and Remote access**.**
* Installing and configuring **NAS (Network Attached Storage)** device for maintaining company data and taking regular backups.
* **Office 365** Administrator for the company’s emails, Configure and troubleshoot Outlook 2013 on all the employees’ laptops and desktops.
* Configuration and Administration of Users and Groups and resource restriction on Users with **Windows file permissions.**
* On-call meeting with **overseas clients** every week and submitting the weekly report to the Responsible managers.
* Installing and configuring computer hardware and software on desktops to keep version up-to-date.

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Organization: **Facebook**

Outsourced -**US Tech Solution**

Duration: March 2016- April 2017

Job Type: **Contract**

Designation: **IT Support Engineer**

**Responsibilities:**

* Responsible for Windows 2012 r2 **Server Administration**, **Active directory services, Windows Group Policy Management** and **Outlook configuration.**
* Responsible for handling **user account management**.
* Unlock Reset Domain User accounts and extend user account expiries as per HR records.
* Handled **Microsoft Office 365**: Reset password, monitor service health, add and delete user accounts, manage support tickets, add and remove members from Office 365 groups.
* Configure **Outlook** and troubleshoot issues at the client-side.
* Responsible for Installation and up-gradation of Windows OS like Windows 7 and Windows 10.
* **Cabling setting up** the desktops for new joiners and solving existing **daily issues of the employees** through the **IT helpdesk**.



Organization: **SITEL**

Duration: June 2012- January 2016

Designation: **Desktop Support Engineer**

**Responsibilities:**

* Resolving IT related issues, Supporting employees, Installing Operating Systems, taking backups etc.
* Installing and configuring computer hardware and software on desktops to keep version up-to-date.
* Managed end user accounts and reset passwords by using **Windows Active Directory.**
* Responsible for trouble shoot systems, network problems and diagnosing and solving hardware or software faults.
* Managed the **Trend Micro internet security antivirus.**
* Ensure all incidents and requests are recorded in Service Desk and actioned upon quickly.

**Professionally trained on various technologies and applications used:**

* VMware vSphere Administration
* Microsoft Certified System Expert (MCSE)
* Cisco Routing and Switching
* Office 365 Administration
* ITIL v3(Information Technology Infrastructure Library) Foundation

**ACADEMIC EDUCATION: Bachelor of Technology** (Computer Science & Engineering with A+ Grade) from Jawaharlal Nehru Technological University, Hyderabad, India.

**CERTIFICATION/ ADDITIONAL SKILLS:**

* **MCP: Microsoft Certified Professional**
* **MCSA: Windows server 2012**

**PERSONAL PROFILE:**

Date of Birth : 22-June-1991

Languages : English, Hindi and Urdu

Nationality : Indian

Passport Number : J8992891

Passport Expiration Date : 26-October-2021

Email Id : mr.syedishaq@gmail.com