**SHAKIR KHAN** 

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Summary of Skills and Experience

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| A result driven IT Professional with **8** years of experience in Global IT Service Desk, Global Desktop Management/Applications Management, Technical Support and Team Management. |
| Insightful experience in **Global IT Service Desk/IT Helpdesk and End User Support** activities including **People Management, Incident Management, Problem Management, Resource administration, Vendor Management, Process Adherence and Quality management** of the IT Service Delivery and IT Service Desk. |
| Adept in ascertaining IT infrastructure requirements in terms of hardware and software applications and implementing service delivery and service support framework within time, cost and quality parameters. |
| An effective team player with proven abilities in assisting team members during the high impacting incident and enabling knowledge sharing among the team. |
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Work Experience

**August 2016 to till Date, TECOM Group (Member Of Dubai Holding).**

**Designation: Sr. IT Support Engineer (IT Service Delivery and Global IT Service Desk)**

***Job Profile:***

* + Part of Global IT Service Desk Team (L1, L2 and L3) which is responsible for supporting and managing the Tecom Group Dubai corporate office which has more than 1500 users.
  + Responsible for complete End to End IT Support weather its related to Hardware, Software, Lan, Printers-Scanners, Audio-Video Conferencing, Operating System Deployment and troubleshooting, IP Telephony and Software’s-Applications installation and Troubleshooting Etc.
  + Responsible in planning, monitoring, and controlling multiple projects using proven methods and techniques. Active participation in all client\user meetings and involved in start-up and closure meetings.
  + Take staff or clients through a series of actions, either face to face, through email or over the telephone to help set up systems or resolve issues.
  + Minimizing service downtime by providing solutions, escalating incidents to relevant local and outsourced vendors.
  + Good exposure to support senior management like CEO, CFO, CIO, Directors, VPs, and other senior management as well.
  + Manage high severity problem co-ordination with local vendors and resources.
  + Provision of effective Incident Management, working closely with resolver groups to undertake effective Problem Management.
  + Problem Management – Working with Incident & Problem Management team to reduce the regular reported incidents.
  + Responsible for supporting remote locations users either phone, email, chat or through RDP, Team Viewer, SCCM as well.
  + Fair knowledge of IPhone, IPad, Blackberry and MAC PCs, Android Phones as well.
  + Responsible for Managing Ad hock requests like User movement, Desktops, Laptops and Printer, movement.
  + Management of all the current IT assets & ensuring that all the required IT resources are available for business ramp up.
  + Resolved issues by researching documentation; troubleshooting hardware, software, guiding client through corrective steps; escalating problems to second level; tracked status of problems and solutions.
  + Supplier Management – Managing Supplier & their services, Evaluating, analysing & tracking cost of poor supplier quality services, Supplier Audit, Supplier Scorecard, Engaging Suppliers in quality systems, Billing & Payments.
  + Ensure business continuity and work as a BCP coordinator.
  + Good exposure on Win Server 2008/2012/2016, DNS, DHCP, Active Directory, Group Policy and Print and File Server.
  + Support for virus prevention and cleaning method.
  + Maintain high levels of uptime for Core services. (Including administration, monitoring, virus protections, patching, and up-gradation).
  + Coordinate hardware and software installations and upgrades to ensure work is performed in accordance with company’s policy. Recommends resolutions to complex matters of significance and coordinate the implementation of the approved course of action.
  + Expert in troubleshooting Microsoft based applications like MS Outlook, Office 365, MS Office 2010, 2013, 2016 and 2019 as well

***Projects:***

* **Transition Projects**

Successfully setup and completed more than 3 transition projects. These projects include Application testing, Domain Migration, Laptop/Desktop setup for new process / BAU.

* **Asset management project**

Implemented asset tagging process and captured asset inventory in online centralized

Share point tool. Setup ongoing process to scrap EOL assets and get new assets updated in Share Point tool.

* **Win 10 migration**

Migrated more than 1500 users seamlessly on Win 10 from Win 8. Carried out the testing

Of all the applications (which includes home grown applications, more than one thousand) with the help of users and identified the incompatible applications.

Worked with application development and support teams to make the applications compatible with win 10, managed the backup of existing machines and replicated with WIN 10 new build machines.

**May 2010 to May 2016, “CPA GLOBAL Limited”**

**Designation: Senior Executive IT**

***Job Profile:***

* Assessed system problems with the network, software or hardware components by running diagnostics, trying solutions and upgrading devices when necessary.
* Identifying priority calls and highlighted potential problems, ensuring that targets are met in line with tight key performance indicators.
* Provided technical support for corporate users to include setting up computers, passwords, rights and responsibilities using Active Directory.
* Designed and implemented a virtualization VMWare infrastructure consolidating servers, prepared for future expansion, efficiency and eliminating legacy hardware.
* Worked with Windows Server 2008/ 2012/2016 R2 active directory at an admin level setting up client accounts, granting network access/permissions and managing password
* Implemented a patching schedule that included servers and workstations keeping them up to date and preventing compromise by malicious code.
* Ran tests on computer programs, hardware elements and network devices to keep speeds and performance at optimal levels and adjust as the company grew.
* Meeting, understanding and fulfilling all the IT requirements of the organization.
* Planning and supporting the transition team in the transition of new businesses.
* Extensive background in computers and networking systems, with abilities in building new systems, finding problems and fixing any issues.
* Ensure to get the smooth service delivery to the customer from coordination & ensuring support within the defined SLA norms.
* Good exposure in DHCP, Active Directory, DNS, WDS, Terminal Services and print server.

**September 2008 to April 2010, “Steria Sopra Limited”**

**Designation: IT Infrastructure Analyst**

**⮚** Active Directory New Users ID Creation, Deletion and Permission Assigning.

⮚ Blackberry and IPhone Users Configuration & Data backup.

⮚ Management of IT Contracts with vendors, external service providers.

⮚ Preparing and configuration of new Desktop/Laptop for new joiners.

⮚ Installing, configuring, and maintaining the functionality of company desktop systems.

⮚ Perform timely workstation hardware and software upgrades as required.

⮚ Maintaining inventory of all equipment, software and software licenses.

the Data Center and hub rooms.

Professional Qualification/Certifications

Awards & Achievements(Personal Growth)

* **Microsoft Certified Professional (MCP)**
* **Microsoft Certified System Engineer (MCSE)**
* **Microsoft Certified System Administrator (MCSA)**
* **Lenovo Certified System Expert**
* **ITIL V3 Foundation Certified**
* **CCNA (Training)**
* **AWS, Microsoft Azure and Google Cloud (Training)**

Educational Qualifications

* **Master Of Computer Applications (MCA)**.
* **B.Com** from CCS University Meerut (UP)

Personal Profile

• Name: Shakir Khan

• Father’s Name: Late Mr. Bashir Khan

• Marital Status: Married

• Nationality: Indian

• Languages: English, Hindi and Urdu

• Visa Status: Employment Visa

• Driving License: Valid UAE Driving License

Date-

Place-

***(SHAKIR KHAN)***