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| Name : **SHAIK HAAMID**  Contact : **+971502186650**,  +919949277391  Email :Shaikhaamid@yahoo.co.in   * Total 15+ years of experience in IT Field on following Job Roles Desktop & Application Support, Infrastructure System Administrator, Network & IT Security, Data Center Operations & Virtualization. * Sincerity and hard work, Quest to work in real professional atmosphere that enables me to Cope up with the emerging as well as the latest technologies and scope for widening the spectrum of my knowledge. To establish in the field of Computer Hardware and Networking. And also grew in the technology management areas with the help of computer management and Networking skill. I can prove to be an asset to any organization at any level with the kind of skills.   PERSONAL PROFILE   * *Marital Status : Married* * *Nationality : INDIAN* * *Driving License : UAE Light Vehicle* * *Visa Status : Employment* * *Joining : Immediate* * *Languages literate: English, Urdu &*   *Telugu*  Functional Skills   * System Administrator * Desktop Support * Data Center Operations * Networking & Security * IT Procurement & Sales * Auto Cad Operator | D:\16 GB Pendrive\pp\Certificate\Microsoft\MCSE.jpgD:\16 GB Pendrive\pp\Certificate\Sonicwall\CSSA Logo.jpgdownload |
| **Objective**  Looking for an Opportunity as System Administrator, Data Center Operations or Desktop Support position in a reputed firm, where my Interests and experiences would enable me to contribute towards firm goals.  **Work Experience**  cid:image001.png@01D59F99.2BA8C0B0  **DP WORLD,** Dubai,  I.T. Consultant through **GTFS** (Bin Zayed Group)/PARAM Info  as a **Sr.** **End User Support Engineer**  26 Sept 2014 to 31 Dec 2019.    **The Indian High School,** Dubai,  as a **Sr.** **Systems Administrator / ICT Officer**  16 Dec 2009 to March 2014    **Caravan PHS FZC,** Sharjah, UAE  as a **System Administrator/ IT in charge**  Dec 2008 to Dec-2009    **PORTACABIN** Group of Company**,** Sharjah, UAE  as a **Sr.** **System Administrator**  June 2007 to Dec 2008 Technical Skill Summary  |  |  | | --- | --- | | Desktop O/S: | MicrosoftWindows 97 to win 10 | | Server O/S: | MicrosoftWindows 97 to win 10,Microsoft Windows Server | |  | 2012,Windows Server 2008, Windows Server 2003 & 2000, Active Directory, AD DS, Microsoft Exchange 2003 & 2007, Microsoft Terminal Server, WDS, WSUS & SQL 2012 Server & Linux | | Software: | MS Office 2016 & 365, Microsoft Visual Studio 2012, Microsoft SQL Server 2010, 2010 Norton Utilities, Symantec Enterprise Vault, Ghost, MARVAL, Remedy, Oracle, Tally, Focus and Adobe Photoshop. | | Hardware: | HP PC & Server, IBM PC & Servers, Intel, 3COM, Dell PC & Server  Power Edge, Fujitsu PC & server. Excellent experience in  Hardware and Software Installations, Troubleshooting &  Maintenance of desktops. | | Virtualization: | Microsoft Hyper V, VMware & Citrix | | Networking: | HP**,** Cisco, Routers, LAN, WAN TCP/IP, 2 & 3 Layer Switches, VLANS,  Modems, Hubs and Bridges. Wireless Dives | | Security: | Sonic Wall NSA Series (Firewall & Email Security) Antivirus Security  (McAfee EPO, TrendMicro, Symantec & Sophos) Access Control, IP CCTV & IT DATA Center Facility Environment Monitoring. | | Audio & Video: | Telephony Systems, Digital signage, Interactive Boards, Video Conference, multimedia Support. |     **Professional Accomplishments**   * **MCSE** Microsoft Certified Solution Expert (windows server 2012). (C/N: E944-2688) * **MCSA** Microsoft Certified System Administrator. Messaging * **CSSA** Certified SONICWLL Security Administrator (Cert. ID- 997F-839E-BCE0-$D7B) * **CCNA** Cisco Certified Network Associate (R&S) (Cisco ID# CSCO12679988) * **VCA-DCA** VMware Certified Associate   **Academic Details** Executive MBA: Executive Master in Business Application (System Management)B. COM (Comp): Bachelor of Commerce (Computer)  * **R & B :** (**ROADS AND BUILDING**) from A P Board of Intermediate Education |

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| **Professional Work Experience**  **DP WORLD, Dubai,**  I.T. Consultant through **GTFS** (Bin Zayed Group)  Designation as a **Sr.** **End User Support Engineer**  01 July 2016 to 31 Dec 2019  **DP WORLD, Dubai,**  I.T. Consultant through **PARAM INFO**  Designation as a **Desktop Support Engineer**  26 Sept 2014 to 30 June 2016   * Responsible for managing day to day operational requirements. * Supporting all Port Application such as SPARCS, OPUS, CRM, MAXIMO, CAMCO, Strat &Go, Coastal Manifest and also Customize Port Applications like PROMIS, MDS, e-Biz which are used for Port Operations. * Installing all kind of application to Software Developers * Setup Laptop, Desktop, Printers, Scanners, VDI and all IT hardware. * Provide effective communication on issues to the customer, take ownership of all customer questions and problems, and track them through to resolution. * Responsible for tracking reoccurring problems and trends & routing issues to the appropriate group, if a resolution is not readily available. * Responsible for administration and maintain Active Directory & Network printers and scanners configurations \ maintenance. * Provide clear and concise communications on upcoming changes, and to schedule\ unscheduled system outages. * Responsible for provide support to all the ports under UAE Region which included Hamriya Port, Port Rashid, Port Fujairah. Jumara Marine time. * Service Level Management Mean time to Repair-Onsite analysis, diagnosis and resolution of desktop problems for end users. * Collaborate with 3rd level support to prevent system downtime. Troubleshooting & Assist the user in hardware/Software & network * Migrated all the PC from win 7 to Windows 10 & MS office 2010 to office 2016, MS office 365 * Ticket handling Off-site Incident & Service requests response time * Install, upgrade, support and troubleshoot win 7 to Windows 10 and Microsoft Office and any other authorized desktop applications form IT security. * Install, upgrade, support, troubleshoot & Performs general preventative maintenance tasks on laptops, printers & computer hardware and any other authorized peripheral equipment form IT Assets. * Customize desktop hardware to meet user specifications and site standards * Develop trends by monitoring and analyzing incoming calls, problems and support requests * Troubleshoot network problems and coordinate preventative maintenance of equipment & escalate to maintenance Team. * Responsible for managing LAN installation and arrangement for Network point for PC’s connectivity, system setup, daily backup, network virus inoculation, hardware and software issues troubleshooting Etc. * Update and escalate Marvel ticket to IT Service desk to follow up for resolution. * Migrated Microsoft windows Operating system from win XP to win 7 at 2014 then win 7 to Win 10 at 2018 in all Terminals PC * Responsible to update & configure application in all devices of Terminal Operation MDT, VMT, PDA & Phones. * Responsible for Scan Vulnerability & update Security updates. Deployment & configure VDI to the new users | |
| **The Indian High School, Dubai,**  Designation as a **Sr.** **Systems Administrator / ICT Officer**  16 Dec 2009 to March 2014   * Acting as a first point of contact for any infrastructure related incident & making sure the issue is resolved within the scope of agreed time or AMC with all BU and at the same time coordinating with external vendors for support and resolution of the issue if needed * Administering and monitoring day to day Data Center Operations & All school Branches MDF,IDF & local servers & having a   landscape of complete services in all the Branches across the Indian High School.   * Prepare yearly budget and maintain all Purchase of IT infrastructure in allotted yearly Budget. * Responsible for Purchasing all IT related equipment in all the Braches * Implemented Focus ERP Accounting & school outlook software and Coordinating with software programmers. Maintaining regular backup and schedule Periodic Backup. * Setup & maintain Web server with SQL Database & Maintain Dynamic websites * Design the layouts for Fiber optic backbone & CAT6 to endpoints for Data, Voice & CCTV. Cabling, Labeling, termination & Patching. * Implemented Bulk Email & SMS Broadcasting Solution for important events, assessment schedules and holidays * Implemented Digital signage solution & Designing all presentations for Display and upload from central location to all over the branches to display in all the Screens. * Setup & maintaining Multimedia Projects in school & Sheikh Rashid Auditorium * Design & Implemented GPS with RFID Attendance system in the few Buses for testing. * Managed the Help desk & Desktop Support team. & regular Meeting with Vendors to provide new technology (Software, Hardware, Tools, and Device) to enhance the System & network and all IT infrastructures. * Managing daily backups of all remote and on-sites servers and maintaining their records with respective backup category * Ensuring high availability of E-learning system services to all Teachers and Students. * Acting as a first line of support to users in case of business critical issues and to follow the escalation matrix * Maintain physical inventory of all data center related equipment’s * Maintain all documents of daily/monthly reports as per Audit directives and SOP pertaining to Data Center * Manage all Access Control system and CCTV system of the all braches & maintaining its backup periodically. * Maintaining facilities like UPS, Generator, Fire Fighting System (FM200), Temperature and Humidity Sensors and CCAC units as well as power related issues at the Data Center * Ensuring redundant power supply to all devices present in the Data Center * Scheduling preventive maintenances and maintain AMC’s of all equipment and ensuring proper maintenance being carried out * Generating various event management reports on daily basis from the system * Maintaining all data center diagrams with building blocks as well as Rack-Server placements and power feed distribution &   Maintaining daily operational record/duty checklist   * Provide regularly reports of IT operations support activities to management for review and decision making * Participated in complete system builds, upgrades, migrations, code deployments and patch management. * Implemented security policy and virus protection. Prepared and maintained documentation of technologies, standards and procedures. * Managing and troubleshooting Internet connection & e-learning in all the Class Rooms * Maintain all class room up and running with ICT integrated teaching and learning through smart classrooms with smart boards & multimedia Projector. * Design and implement language Lab & Digital Library * Maintaining complete CCTV system implemented in all Branches (New Installations + Maintenance+ Administration) * Maintaining Time Attendance and Access Control System (RFID, Biometric) implemented in all Branches of the School (New Installations, Maintenance & Administration) also Designed & Print RFID card in-house. * Prepare policies and procedures for following up and action plan on tickets * Managing Support and Services team of 9 Support Engineers and 2 Services Technician support all over the Branches * Implemented WDS & WSUS server for Microsoft Updates & OS Deployment * Providing L1 support & upgrade NEC & Siemens PAPX Telephony system * Implemented MacAfee EPO and updated and patches and create the security & virus protection policy as if required. * Maintaining Virtual Machines O/S installation, setting up VM priorities, Cloning, Creating Templates. * Creating resource management framework like creation resource pools, adding the VMs into resource pools. * Maintaining the VMware (High Available) HA, Fault Tolerance, Distributed Resource Scheduler (DRS) and VMware Distributed Power Management (DPM).   **Caravan Prefabricated Housing solutions FZC, Sharjah, UAE**  Designation as a **System Administrator**  Dec 2008 to Dec-2009  **PORTACABIN PERFEB HOUSES & DÉCOR LLC, Sharjah, UAE**  Designation as a **Sr. System Administrator**  June 2007 to Dec 2008  Rajesh Computers. WGL, INDIA  Designation as a Sales & Technical Support  Aug 2005 to May 2007  **Balaji Computer. HNK, INDIA**  Designation as a **Branch in charge/** **Technical Support**  Mar 2004 to July 2005  **General Computer. WGL, INDIA**  Designation as a **Technical Support**  Jan 2002 to Feb 2004 DECLARATION I hereby declare that the above-mentioned information is correct up to my knowledge and belief, in view of the above particulars please consider this application favorably and give me an opportunity to work under your kind control, I am given an assurance of honesty, hard work and dedication would be promised with entire satisfaction from my side to all my superiors.  **Date:**  **Place: *(Shaik Haamid)*** | |  |