# Muhammad Irfan

**Cell : +971562029737**

**Address :** **Building 07, Suite 307, 2nd Floor China Cluster International City, Dubai, UAE.**

**Email :** [irfan.tanolii@gmail.com](mailto:irfan.tanolii@gmail.com)

**Summary**

* Over 7 Years of Experience in IT Infrastructure including Server, Network, Data Center, SAN Boxes and SAP ERP across Windows, Linux and MAC OS platforms, Effectively plan, install, configure and optimize IT Infrastructure to achieve High Availability and Performance.
* Ability to Create and Deliver Solutions tied to business growth, Organizational development and System/ Network Optimization, Skilled Problem identifier and troubleshooter comfortable managing systems/networks, projects and teams in a range of IT environments.
* Experience in Virtualization technologies like installation, configuration and administration of VMWare ESXI 5.5 and 6.0 Hypervisor.
* Hands on Experience on VMWare VCenter, VSphere client, Motion, VM Converter, P2V and managed virtual machines in Data centers.
* Experience in Active Directory, GPO’s, DNS DHCP, WDS, WSUS and File Servers also hands on Cpanel configuration and administration.
* Experience in Managing and Administrating Microsoft Exchange 2013 with High Availability Clustered Solution and DAG.
* Experience with Active Directory Administration, Remote Access, and Microsoft office products with variety of other software’s.
* Understanding of networking concepts, LAN/WAN, TCP/IP, NAT, VLANs, VTP, Ether channels including Firewall rules and policies.
* Knowledge about NAS and SAN storages implementation and configuration including Fiber channel, SCSI, ISCSI, LUN and volume groups.
* Proven Achievements in Customer Care Operations, Technical Complaints Handling, Project Management and Team management.

## **Technical Skills**

|  |  |  |
| --- | --- | --- |
| * Hardware & Software Troubleshooting | * VMWare ESXI 5.5 & 6.0 Management | * VMware Converter and VMotion |
| * Windows Server 2008 / 2012 | * Active Directory and Group Policies | * DNS, DHCP, WSUS and File Server |
| * Exchange Server 2013 | * VCenter and VSphere Client | * Symantec End Point Protection |
| * Kaspersky End Point Security * Structured Cabling Infrastructure | * Red Hat, CentOS and SUSE Linux * Veeam Backup & Replication | * Structured Cabling Infrastructure * Veritas Net Backup |
| * Fortinet Firewall 200D and 800C * SAN and NAS Storages | * Routing and Switching * Manage Engine Help Desk | * Network Monitoring Tools * Vendor Management |

**Experience**

**Validus Engineering Pvt Ltd (June 2017 – December 2019)**

**IT – System Engineer**

* Responsible for Management of Network, Systems and Wireless Network Infrastructure including, Physical and Virtual Servers like Domain Servers, File Servers, Email servers, Veeam Backup Servers, SAN and NAS Storages, SAP ERP servers and internet circuits providing unprecedented mobility and support.
* Support the entire IT Enterprise Infrastructure including Corporate Headquarters, Regional Offices, Service Centers and sales offices.
* Designed, configured and managing VMware ESXI 6.0 Hypervisor and converted over 30 physical servers to Virtual environment.
* Designed and Implemented VMware VCenter Appliance for Single sign on (SSO) and managed VMs in Datacenters.
* Administrating SAP ERP Servers on Suse Linux Platform also managing SAP ERP modules SAP HRM, PP, MM, FICO and FSCM.
* Administration and Troubleshooting of Exchange 2013 also managing mailbox databases and configured public folders as well.
* Administration and management of Active Directory 2012, DNS, DHCP, WSUS and File Servers.
* Administrating Files sever and their permissions with FRS and DFS and assign permissions as per requirements.
* Deployed and Administration of Symantec End Protection 14.2 server and its policies also push Antivirus in to client machines.
* Deployed, Configured and managing Veeam Backup and Replications 9.0 for backups and performed backup jobs on Weekly basis.
* Administrating Fujitsu SAN Storages DX100 S3, managing LUN and volume groups also maintain shared storages.
* Configured and managing Fiber Channel Brocade 300 series Switches with NAS, SAN and mapped volumes on servers as per requirements.
* Administrating Fortinet Firewall 200D also created policy rules, DMZ and Web filtering as per requirements.
* Managed IT Operations and infrastructure budgets and assets responsible for Contracts’ vendor negotiations and bid proposals.

**BOL - Networks (March 2015 – April 2018)**

**Senior Engineer ITSM (Team Lead)**

* As a Senior Engineer **(Team Lead)** Leading IT Service management (ITSM) and IT Assets teams in Head office as well as Regional offices.
* Proactively and effectively managed day to day IT Support requests and resolution workflow for technical operations and issues.
* Established IT operation and maintenance procedures, inventory assessment for systems and related to IT Service Deliveries.
* Ensure Installation, Configuration, operation and maintenance of system, Network, Hardware, Software and related infrastructure.
* Administrating Active Directory, DNS, DHCP and File Servers in Windows Server 2012 System Infrastructure.
* Add, remove and update user account information including resetting passwords in Active Directory 2012.
* Manage File Servers with FRS and DFS and assign permissions to end users as per requirements.
* Administrating and managing SAN Storages Dell EMC VMAX 10K, EMC VNX 5200, DELL EQ Logic and HP MSA P2000.
* Administrating Exchange 2013 with High Clustered Solution NLB and DAG also creating mailboxes and manage databases.
* Virtualized Hosts using VMware ESXI 6.0 Bare Metal Hypervisor and manage Virtual machines and storages.
* Installation of virtual machines using VMware VSphere Web client and VSphere Client 6.0 and maintain storages in Datacenters.
* Implemented Automated Deployment of Windows OS through Windows Deployment Services (WDS).
* Maintained WSUS Server for Microsoft updates and security patches through WSUS Server for LAN Network.
* Configuration and management of Centralized Sophos Antivirus 10.6 also scan production machines on LAN Network.
* Configuration and management of Veritas NetBackup 8.0 and Veeam Backup and Replication 9.0 and performed backup jobs.
* Configuration and management of Fortinet Firewall 800C also created policies as per requirements.
* Helping out broadcast and Vizrt teams in complex IT issues also provide support to NLE’s on different graphics software’s.
* Deployments and configurations of CG servers, Video Wall Engines, Teleprompter machine and Mac Pro with Broadcast Teams.
* Documentation of all installation and Configurations procedures and Created SOP’ also responsible for end user Trainings.

**IBEX|GLOBAL – Pakistan (Jan 2014 – March 2015)**

**System Engineer**

* Provide Technical and functional support to more than 1500+ users of multiple campaigns including AT&T, Square Trade, Barclays, Telenor, Unilever and JS Bank and other departments as well.
* Ensured functionality of Desktops, Laptops, Printers and other network peripheral devices throughout the departments by regular checks.
* Installing Hardware and OS (Win7/Win8/Win10), user applications according to user job role, building corporate OS images using Microsoft system preparation tool, Acronis True Image and Clone Zilla.
* Responded to technical assistance in person, via email and phone also resolve IT supports tickets via Help desk system.
* Configuration of Soft phones and hard phones (Cisco, Avaya, Polycom and Eyebeam) also update firmware of hard phones.
* Provide IT support to all remote offices and home based users remotely through NetMeeting, Tight VNC and Cisco Secure VPN.
* Interaction with local/International Clients for evaluation of IT Processes and develop new strategies for business development.
* Administration and Configuration of Kaspersky End Point Security 15.0 Antivirus on the servers and workstations.
* Apply OS Patches and Hardware upgrades on a regular basis also upgrade administrative tools and utilities.
* Responsible for Monitoring of Systems and Network Nodes via Solar Winds, Nagios and Ping Plotter.
* Managing IT inventory record and keep all records up to date of all systems and network equipment’s.
* Handling Domain network problems and troubleshoot and resolve all kind of domain related issues.
* On Call Coordination with NOC, Servers and Software teams also with clients in case of network and application level outages.
* Created SOP’s and Manual guides for training purposes also provide technical training to Customer Support Executives.

**Qubee Broadband - Augere Pakistan** (**Feb 2012 – Jan 2014)**

**Field Support Engineer**

* Responsible to handle all the new Installation, Deployments and Configurations of Wi-MAX CPE’s and optical fiber point to point link installation of Consumer and Corporate Clients.
* Provided IT Support and troubleshooting of Customer issues related to OS Win 7/8/10, Network Connectivity LAN, WLAN, and WIFI.
* Provided technical support to end users for MS office products, network connectivity, Desktop, Laptops, Printers and Scanners.
* Monitoring Coverage issues, Network issues, Capacity issues, BTS relocation by using NMS (NMS Huawei M2000).
* Configured Intervlan routing on Layer 3 cisco catalyst 3550 and 3560 switches.
* Configuring and managing VLANS, VTP and Ether channels on cisco catalyst 2950 and 2960.
* Installed, configured and managed PRTG for monitoring of systems and network nodes.
* Troubleshooting System and Network Problems and diagnosing and Solving Hardware or Software related issues of end users.
* Provide on-site and Remote Support to customers through TeamViewer and Net meeting.
* Maintained IT inventory and documentation of all installations, configurations and troubleshooting procedures and created SOPS.
* Log the Incidents to the Helpdesk System (Remedy Helpdesk System) and resolve the issues as per SLA and TAT.

**Projects**

* Designed and Implemented VMware ESXI 6.0 Bare Metal Hypervisor and migrated 30+ Servers into Virtual Environment including Domain Controllers, File Servers, SuSe Linux SAP ERP Servers to Save Data Center Foot Print and Cost.
* Designed and Implemented VCenter Server Appliance 6.0 for Centralized management, operation, resource provisioning and performance evaluation of Virtual machines and hosts.
* Redesigned and successfully implemented Exchange 2013 from Physical single standalone server to two Virtual standalone servers with Multirole environment by High Clustered Solution using NLB and DAG.
* Deployed and Configure Manage Engine Help Desk System a fully Service Desk Environment for IT Support requests and following ITIL and ITSM best Practices and a change management system which help to reduce IT Service requests up to 50%.
* Deployed and Configured Centralized Sophos End Point Security Antivirus 10.6 and push End Point Security agent remotely in 700+ plus machines to prevent LAN Network from the Viruses and intrusions.
* Migrated 7000 subscribers of Mobilink Infinity to Qubee RAN by reconfiguring end user devices and providing them L1/L2 Support with Mobilink Infinity Team.

**Academics**

**Hamdard Institute of Information & Technology, Hamdard University.**

* Bachelor of Engineering, Telecommunication, 2005 – 2009.

**Professional Certifications**

* Cisco Certified Network Associate (**CCNA** )

Cisco ID no CSCO11930359

* Microsoft Certified Solution Associate ( **MCSA Training** )
* VMware Certified Professional – Data Center Virtualization ( **VCP-DCV Training** )

**References**

* Available on Request.