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| **Muhammad Ziyad Akhtar**  Email: msziyad@hotmail.com  (+971) 925-9064 |  |

***SUMMARY***

* System Engineering background with 09 years of work experience particularly in the field of System Administration, IT Support, Backup storage software, devices & Networking.
* Highly motivated towards LAN, WAN & MAN Networking & Server management, IT Infrastructure and IT Security Planning and Development as well as Design, Implementation and Support.
* Expert with Microsoft, designing, implementing and maintaining multi-protocol LAN/WAN network infrastructures.
* Have good knowledge of Web Servers, Database Servers, and Application Servers.
* Hands on experience of working with ticketing system includes Manage Engine Products.
* Experience in Comprehensive project planning and scheduling, during deployment or upgrading of Servers, Workstations or another related Network equipment
* Experience in Implementation of business Network configurations with Microsoft Windows Server, Antivirus Remote Administration, Network hardware configurations include NAS Backup Storage Device, FortiGate Firewall, Routers, Switches, Hubs, Bridges, and Gateways. Data Storage equipment and Software, SCSI Devices, Hard Drives, Video and Multimedia hardware. Protocols include TCP/IP.
* Ability to work independently and part of team, quick learner, detail-oriented, time management, prioritize the task, strong problem solving and analytical skills. Ability to work well under minimum supervision.
* Ability to understand business requirements and functional specifications.

***TECHNICAL SKILLS***

* Microsoft Windows OS – 2012, 2008R2, Windows 7,10 – Support and Upgrades
* Configuration of firewalls, Router, switches.
* Hardware & Software troubleshooting.
* Communication system (IP Telephony & Video conferencing devices).
* Office 365 .
* Microsoft AD, Print Services, Deployment tools, other Microsoft utilities.
* Installation of Primavera Microsoft SQL
* Security Monitoring and Operations
* Antivirus, spam filter, and other security applications
* System design, planning and documentation
* Design and implementation of Microsoft office products
* Desktop Virtualization
* Backup Storage
* ITIL processes and tools
* VMWare Server and Desktop Virtualization - Planning and Administration
* Data Centre Planning and Operations
* Testing Solutions
* Assessing technical constraints
* Managing Level 1 & 2 incident management
* Epson Plotter & Xerox network printers , Develop Ineo network printers, HP Network Printers.
* Remote support

***EDUCATION***

Bachelor of Science (Computer Engineering)

***PROFESSIONAL EXPERIENCE***

## IT Engineer July-2016 to Present

TARGET Eng. & Const. Co. WLL

(Mechanical, oil and Gas division) Abu Dhabi UAE

Working as an IT ENGINEER, currently Responsible for IT Operations at 6 projects.

EGA 2- Taweelah (10th July - Present)

EMC Taweelah (September 2017- 10th March 2019)

ENOC (January 2018- Present)

FHB-BAB PLANT ADNOC (Jan 2019 - Present)

ADPC2 - (11th March 2019- Present)

BIF (Buhasa) ADNOC Project (10th JUNE 2019- Present)

Project Mobilized for Emirates Global Aluminium- EGA2

Position IT ENGINEER

Project Value $120 Million

Owner Emirates Global Aluminum

Client Bechtel & Petrofec

Project Duration 2016 June to present

* Responsible to facilitate the communication and processes between IT and the business at an operational level as well as managing relationships with all internal and external users of the service desk
* Administration and Management of Server (HP ProLiant DL 380 Gen 9) with MS WS 2012R2 Standard
* Installation of networking equipment, WAN, LAN Infrastructure, Communication system and Backup devices
* Managing external / internal E-mailing systems with multiple domains
* Administration of Engineering Applications and other software in co-ordination with vendors
* Installation of Primavera P6, Oracle & SQL
* Managing EPCPROMAN server
* Managing & installation of Autodesk AutoCAD
* Managing Internet, Intranet, multiple websites through FortiGate Firewall
* IT Support to User end
* Managing Security Policies, Firewalls, Anti-virus, Anti-Spam,
* Back-up Management using Acronis with NAS storage device.
* Handling vendors.
* Controlling Time Management system & Inventory Control and Assets Management.
* Monitoring and Administration of data center equipment/devices including all server’s hardware, cisco switches, firewall and services running on those servers daily especially Domain Controllers & including Group Policies, Active directory management
* Responsible for user end support
* IP Phones compurgation & connectivity through VPN from call server (using Avaya)
* Provided assistance and support for incoming queries and issues relate to software & Hardware
* Asked questions to determine nature of problem
* Responded the queries either email or over the phone regarding system defects and functionality issues
* Walked customer through problem solving process
* Created ticket and maintained defect log
* Assisted in writing user and training manuals
* Assisted to prepare and document help file
* Followed-up with users to ensure issue has been resolved and gain feedback from users

## System Administrator 1st July 2014 – 30th June2016

E-Commerce Gateway Pakistan (PVT) LTD

**Responsibilities**

* Network Administration (Wired and Wireless),
* System Administration (Active Directory, DNS, DHCP)
* Back up, Network Monitoring, Dealing with different Virus infection &security threats,
* End-to-End Client systems support (windows 7, windows 8,10)
* Backup and recovery management.
* Creation and maintenance of documentation regarding all aspects of IT operations.
* Schedule Maintenance of file server.
* Network and Systems monitoring.
* Remote management.
* Communication System (Panasonic PABX TD-100)

**IT Engineer 16th March 2012 to 18th June-2014**

TARGET Eng. & Const. Co. WLL

(Mechanical, oil and Gas division) Abu Dhabi UAE

Project Mobilized for: NGI-GASCO Habshan(ADNOC)

Position IT ENGINEER

Project Value $35 Million

Owner GASCO(ADNOC)

Client SAMSUNG Engineering

Project Duration 2012 March – June 2014

I was responsible for installing, maintaining and supporting computer communication networks within an organization. My goal is to ensure the smooth IT operation & communication System to provide maximum performance and availability for users.

* Design & built network Infrastructure.
* Installing, supporting and maintaining new hardware, software and network infrastructure.
* Responsible for system & network support, troubleshooting, hardware & software.
* Ensure compilation, updating and maintenance of backups of all data and information across the organization to avoid mishap.
* Managing email, anti-spam and virus protection.
* Setting up user accounts, permissions and passwords.
* Monitoring network usage.
* Ensuring the efficient use of servers.
* Suggesting and providing IT solutions to management.
* Analyzing and resolving faults, ranging from a major system crash.
* Routine preventative measures and implementing, maintaining and monitoring network security, particularly if the network connects to the internet;
* Interfacing and communicating with clients.
* Identifying, collecting, documenting, and managing business/system requirements.
* Analyzing business/system requirements and developing solutions.
* Planning and monitoring business/system analysis activities.
* Extracting and identifying required software functionalities based on business/system requirements.

**System Engineer JAN 2011 to Feb 2012**

ACE Communication (Providing IT solutions)

* Worked on HP Servers DL360, DL380, Dell Servers
* LAN infrastructure projects for clients.
* Installation of Server & Configure RAID Levels and create DOMAIN Environment.
* Systems security and Authentication.
* Desktop Operating Systems and Applications for PC and Laptops Systems.
* Antivirus/Anti-Spy ware and Anti-Spam Solutions.
* Help Desk Operations.
* Worked as IT Field Support Engineer for Nestle Pakistan database project.
* Provide support and training to key punch operators of all distribution in South region of Pakistan.
* Manage database of all distribution on daily basis.
* Support and maintain servers and backups.
* Provide support through Remote Computing