

**MOHAMMED ARIF.A**

**IT PROFESSIONAL**

3 + YEARS OF EXPERIENCE

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**PERSONAL SUMMARY**

A confident and reliable IT Engineer with extensive practical experience of working with computers and resolving any support issues that are raised to the service desk. Possessing a proven ability to administer and control the operation, configuration and maintenance of computer based information systems, as well as having an eye for detail and able to multi-task under pressure. An excellent communicator can relate well with people at all levels and has the flexibility of working well as part of a team and on my own.

**WORK EXPERIENCE**

**IT analyst | Raqmiyat| 2018 April to present |Dubai|**

* Resolved user’s issues with operating systems and Microsoft Office software including windows system problems and network connectivity issues.Installing and upgrading of operating systems and office applications.
* Supporting users over the telephone and by email.u
* Networking and providing support for Windows.
* Helped the users with various enterprise applications related issues like access, login errors
* Helped the user with vpn installation, configuration and troubleshooting
* Knowledge on installation of juniper networks and junos pulse
* Good knowledge of MacAfee troubleshooting and installation
* Helped in installing active directory
* Helped in configuring the active directory on 2008-2012 servers
* Performed various active directory troubleshooting
* Has a good knowledge on windows 2008-2012 servers

**WORK EXPERIENCE**

**SAP analyst | Vodafone| 2016 December to 2017 October |Bangalore |**

**Roles and Responsibilities:**

* Resolved user’s issues with operating systems and Microsoft Office software including windows system problems and network connectivity issues. Installing and upgrading of operating systems and office applications.
* Worked as a Senior crisis Management associate.
* Hands on experience on SAP login pad, Net weaver.
* Handled various SAP network issues,
* Supporting users over the telephone and by email.
* Networking and providing support for Windows.
* Helped the users with various enterprise applications related issues like access, login errors
* Helped the user with vpn installation, configuration and troubleshooting
* Knowledge on installation of juniper networks and junos pulse
* Good knowledge of MacAfee troubleshooting and installation
* Helped in installing active directory
* Helped in configuring the active directory on 2008-2012 servers
* Performed various active directory troubleshooting
* Has a good knowledge on windows 2008-2012 servers
* Has a proficiency in ticketing tool like ONE ITSM ,ITSM MAIN .ITSP
* Has a proficiency in Microsoft Lync server knowledge and troubleshooting.
* Doing proxy network configuration and VPN Configuration where required by the client.
* Resolved user’s issues with operating systems and Microsoft Office software including windows system
* Good knowledge of Ms office 2010, 2013 and 2016
* Done various troubleshooting in Skype for business.
* Supported Skype for business on a large scale enterprise environment.
* Helped the user in mapping the network printers and removing the printer from the users machine
* Troubleshooting system and network problems and diagnosing and solving hardware or software faults.

**WORK EXPERIENCE**

**Associate Systems Engineer | CGI| 2015 November 16th to 2016 November 16th |Bangalore**

**Roles and Responsibilities:**

* Resolved user’s issues with operating systems and Microsoft Office software including windows system problems and network connectivity issues.Installing and upgrading of operating systems and office applications.
* Supporting users over the telephone and by email.
* Networking and providing support for Windows.
* Helped the users with various enterprise applications related issues like access, login errors
* Helped the user with vpn installation, configuration and troubleshooting
* Knowledge on installation of juniper networks and junos pulse
* Good knowledge of MacAfee troubleshooting and installation
* Helped in installing active directory
* Helped in configuring the active directory on 2008-2012 servers
* Performed various active directory troubleshooting
* Has a good knowledge on windows 2008-2012 servers
* Has a proficiency in ticketing tool like ONE ITSM ,ITSM MAIN .ITSP
* Has a proficiency in Microsoft Lync server knowledge and troubleshooting.
* Doing proxy network configuration and VPN Configuration where required by the client.
* Resolved user’s issues with operating systems and Microsoft Office software including windows system
* Good knowledge of Ms office 2010, 2013 and 2016
* Done various troubleshooting in Skype for business.
* Supported Skype for business on a large scale enterprise environment.
* Helped the user in mapping the network printers and removing the printer from the users machine
* Troubleshooting system and network problems and diagnosing and solving hardware or software faults.
* Was part of a team which was responsible for **integration** of **ONE IS company** with the **CGI**
* Supported users to integrate to CGI on a large scale basis in a limited period of time.
* Setting up new usersaccounts and profiles.
* Have good hands on tools like WSP(web service provisioning).RNAS.MNAS

**WORK EXPERIENCE**

**Systems Engineer | Hewlett Packard| may 11th to October 23rd |Bangalore**

**Roles and responsibilities**

* Installing and upgrading of operating systems and office applications.
* Supporting users over the telephone and by email.
* Accessed the user’s desktop with a Microsoft Corporation tool (Microsoft lync)to help the customer better understand and resolve the case as early as possible.
* Helped in installing the active directory
* Helped in various active directory troubleshooting
* Helped in creation and deletion users profiles in active directory
* Networking and providing support for Windows.
* Worked on Ms office 365 and helped in various troubleshooting.
* Maintain the company’s network infrastructure.
* Supported Microsoft Lync application on large scale enterprise environment.
* Troubleshooting andproviding support for Windows Operating System (Win 7, and Win 8)
* Good hand on experience on Microsoft Lync and did various level troubleshooting.
* Installing and operating Windows desktop and server operating systems.
* Ensure computer hardware is safe & complies with health and safety legislation.
* Doing proxy network configuration and VPN Configuration where required by the client.
* Troubleshooting network access and domain access issues
* Setting up new users' accounts and profiles.
* Have good hands on tools like ATM
* Helped the user in mailbox configuration, creation and deletion
* Worked on ticketing tool like Salesforce, BMC remedy, ITSP tool
* Helped the user in setting the enterprise mailbox in smart phones especially blackberry and I phone
* Helped in the migration process of Hewlett Packard company into Hpi and Hpe
* Worked as a migration assistance for users to HPE
* Helped the user migrating the entire enterprise applications and domain to HPE
* Was a part of MYITPC team Hewlett Packard

**WORK EXPERIENCE**

**Systems Engineer | Sparteqz technologies | Aug 12th 2014 to March 23rd2015 |Bangalore**

**Roles and responsibilities**

* Installing and upgrading of operating systems and office applications..
* Installed various drivers given by the manufacturer
* Networking and providing support for Windows.
* Talking staff through a series of actions either face to face or over the telephone to help set up systems or resolve issues.
* Maintain the company’s network infrastructure.

**TECHNICAL SKILLS**

* Installation,Configurationand Troubleshooting of mailbox on various servers
* Good knowledge on office 365
* VPN installation and Configuration
* Good knowledge of active directory
* Good knowledge on windows servers 2008-2012
* A good understanding of core networking concepts including TCP/IP, DHCP, DNS
* Good in all sorts of VPN troubleshooting
* Adding and removing systems from domain account
* Mail box configuration (2010,2013 and 2016 )

**CertificationCourse Completed**

* Cisco Certified Network Associate VOICE
* Cisco Certified Network Associate R&S

**Academic Profile**

* B.E Electronics and Communication from Ghousia college of engineering (VTU 2015)
* Higher Secondary Education from Chinmaya Vidyalaya (CBSE 2009)
* SSLCfrom KSAEMS **(CBSE 2007)**

**PersonalDetails:-**

Father’sName : Ahammed k

Gender : Male

Date of Birth : 07-09-1990

LanguagesKnown : English,Hindi,Malayalam

Passport Number : H5684739

Date of expiry : 10-05-2021

PermanentAddress : Arif mahal,Cherangai

Kasaragod, Kerala,India

**Declaration**

I hereby declare that the information furnished above is true to the best of my knowledge and belief. **Mohammed Arif A**