**GHAZI SIBGATH ULLAH**

Al Khuwair 33, Muscat, Oman

 +968-95297946(Mobile)

**🖂**Email: [Ghazisibgath@gmail.com](mailto:Sohailsharai7@gmail.com)

**CAREER OBJECTIVE**

An innovative and highly skilled Technical Support Executive offering support and solutions to customers and End users queries, especially pertaining to Hardware, Systems Administration, Quality and Networking; excellent time management skills; proficient in computer skills; excellent organizational skills

**EXPERIENCE IN OMAN**

Currently Working as an IT Support Executive in Royal Crown Hotel Muscat From **Nov 2019** To **till Date.**

Worked as an IT coordinator in Golden Group Holdings (Safeer Group of Hotels) & Managing their three Hotels from **June 2017** To **Oct 2019**

**EXPERIENCE**

Worked as a desktop support engineer at Trudge IT Solutions pvt ltd Hyderabad, Telangana, India from AUG 8TH 2014 to APRIL 2017.

**RESPONSIBILITIES**

* Provide complete IT infrastructure support for End users on a client server application.
* Managing three Hotels with complete support for over 250+ rooms with 6 Servers.
* Involved in the Software upgradation as a Project Coordinator with IDS support Team.
* Proven Experience with IDSNEXT 6I and 6.5 with related issues.
* Monitored Application server network and interface between different components.
* Collaborate and troubleshoot Operating systems database and network issues.
* Monitored system performance and ensure availability install appropriate patches or hotfix for operating systems.
* Alert relevant support teams for problem resolution and corrective actions.
* Collaborate for support teams for database support application server backup and restoration.
* Knowledge on windows 2008/2012 server.
* Providing 24x7 support including planned maintenance support and on call readiness support.
* Setup desktop computers, peripherals, install hardware devices and various types of software applications, operating systems, servers etc. and test network connections.
* Testing, Installation and configuration of desktop computers, laptops printers, Multi branded photocopiers scanners like Ricoh, Adler , Kyocera , Konica Minolta etc.
* Proven Experience on IP CCTV,PA Systems, Routers, HP and Cisco Switches, Access points, WIFI Controllers like 24 online and 4ipnet, Access Control Door lock systems like Onity (Magnetic), Onity on-Portal(RFID), pc Link, HMDS and Orbita,
* Interact with staff on desktop problems and resolve their associated problems.
* Hands on experience with Windows environments.
* Develop and manage effective professional working relationships with contractor personnel, co-workers and clients.
* Order or buy computer systems and Other network Devices and liaise with purchase and supplies department.
* Network and connect computers within organization to better communication.
* Excellent problem solving and multitasking skills and Customer-oriented attitude

**ACADEMIC PROFILE**

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| **B.Tech - CSE** | **2010– 2014** | Harshith Group Of Institution (JNTUH)  Computer Science Engineering (CSE) |
| **Intermediate - MPC** | **2007 – 2010** | Board Of Intermediate Education, MS Junior College  Mathematics Physics Chemistry (MPC) |
| **School - S.S.C** | **2007** | Board Of Secondary Education, Quaint High School |

**KEY SKILLS & STRENGTH**

* Motivated, efficient, accurate, quick learner and detail oriented.
* Good communication skills, decisive, dynamic, Hardworking & reliable.
* Excellent quantitative, analytical, time management and computer skills.
* Able to work independently and with team.
* Strong Software Testing and Quality control Skills.

**TECHNICAL SKILLS**

* **Operating systems**  : Windows 98, 2000,2003, XP, Vista, Windows 7,8,10 & Linux & Win Server 2008.2012
* **MS office** : Microsoft office suite 2003, 2007 and up-to-date
* **Hardware**  : Assembling components of Desktop & Laptop Computers.
* **Administration** : MCSE.
* **Networking :** CCNA ( Routing & Switching).
* **Civil** : AutoCAD 2D & 3D, civil Draftsmanship and quality survey.
* **Aconex**  : Basic document administrator knowledge , aconex field and Aconex mobile in . Aconex construction management.
* **Software Testing Skills** : Manual &Automation Testing (QTP/UFT) version 11.5 with project.
* **Others** : Affiliate Marketing.

**PROJECT**

Practiced on Primus bank project it is a web-based banking software which offers personal, corporate and international banking services. The project comprises of three major modules such as ADMIN, BANKER & CUSTOMER module.

**RESPONSIBILITIES**

* Understanding the requirements and functional specification of the project.
* Identify test scenarios required for testing and Participated in designing the test results.
* Prepared and executed test cases as per system requirements.
* Performed various black box testing methodologies like functionality testing, usability testing and regression testing.
* Test management (Test Case Execution and Defect Reporting) using HP QC 10.0.

**OTHER ACHIEVEMENTS**

Certified by Government of Andhra Pradesh - CIVIL DEFENCE ORGANISATION, Hyderabad, AP for Fire Fighting, Emergency Rescue, Air Raids, First Aid, & Moral Values.

**PERSONAL INFORMATION**

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| Name | Ghazi Sibgath Ullah |
| Father’s Name | Late Mr. Ghazi Rahmath Ullah |
| Date of Birth | 19th October, 1989 |
| Gender | Male |
| Marital Status | Single |
| Religion | Islam |
| Passport No | N0819456 |
| Passport Expiry | 09/07/2025 |
| Nationality | Indian |
| Visa Status | Employment Visa with NOC |

**LANGUAGES**

* English (Speak, Read & Write)
* Urdu (Speak, Read & Write)
* Hindi (Speak, Read & Write)
* Arabic(Read & Write)

**AFFIRMATION**

I hereby declare that the above furnished information is true to best of my knowledge.

**Signature**

**( GHAZI SIBGATH ULLAH )**