**MOHAMED AYUB**

**IT/Network Engineer**

**Bengaluru, Karnataka**

**+91 91084 96616**

**ayubnagoor@gmail.com**

**Objective**

To secure a career in a growth oriented organization, which appreciates hard work and richly rewards it. To strive for excellence and become a successful professional in the field of Information Technology by working in an innovative and competitive work environment.

**Profile Summary**

* B.E in Computer Science and Engineering.
* CCNP Certified and CCIE under training.
* Gulf Experience (UAE and Kuwait).
* Valid UAE Driving License.
* 5 years of Network Engineering hands on experience, with a demonstrated ability to quickly learn and integrate new technology in a variety of industries.

**Education and Certification**

* Bachelor Of Engineering, Computer Science (VTU Belgaum, India).
* CCNP Certified, CCNA Security, MCSE, Dot Net.

**Technical Skills**

* Routing and Switching(RIP, EIGRP, OSPF, BGP, GRE, MPLS, IPSec, Firewall, VPN),Wireless Network, VOIP, PABX.
* Windows Server(2003,2008,2012),Exchange Server(2007,2010)

**Employment**

**Samsung Engineering Co. Ltd, South Korea - May 2011 - Jul 2016**

**Senior IT Engineer, KNPC Project, Kuwait - Feb 2015 – Jul 2016**

**IT Engineer, Borouge Project, Abudhabi, UAE - May 2011 – Feb 2015**

**Responsibilities**

* Designing and Implementing IT Infrastructure for New Offices such as Telecommunication, Network and Server Setup .
* Maintaining and installing Computer networks based around Microsoft Server Technologies and LAN/WAN, Voice, Wireless Setup based around Cisco Technologies.
* Working as part of a team and operating in a fast paced, changing and challenging 24x7 environment.
* Maintaining a multi-site IT infrastructure of at least 600 employees.

**IBM India Pvt. Ltd**

**IBM.pngTechnical Help Desk Representative, India - May 2010 – Dec 2010**

**Responsibilities**

* Providing advice, support and practical assistance to system users via the IT service desk telephone system and remote support software tools.
* Logging and processing support issues via telephone or email whilst ensuring a high level of customer service.
* Recording the faults as reported on PC’s, servers and mobiles.

**Key Skills**

* Supporting a multi-site IT infrastructure of at least 600 employees.
* Administering & designing LANs, WANs internet/intranet, and voice networks.
* Designing and Implementing EIGRP,OSPF,RIP Network Routing Protocol.
* Building, configuration and troubleshooting of server and desktop hardware.
* Analyzing& developing key components using methodology prescribed techniques.
* Communicating and negotiating with users, specialists, other staff and suppliers.
* Network connectivity troubleshooting, ping, telnet.
* Responsible for hardware and software system configuration, installation, repair and maintenance on Microsoft and Novell networks, PCs and printers.
* Configuring MS Outlook.
* Responsible for communication protocols, configuration, integration & security.
* Investigating, diagnosing and resolve all network problems.
* Maintaining pre-packaged software applications on the LAN.
* Upgrading and repairing faults on CIS systems, networks & peripheral equipment.
* Working with multiple technical platforms i.e. mainframe, two-tiered client-servers and three-tiered client-servers.
* Configuring and Maintenance of PABX (Telephone System) TDA 600 and 620.
* Providing advice on selection and purchase of IT equipment.
* Obtaining quotes for supply of goods and services from suppliers.
* Designing, implementing and managing Active Directory.
* Identify and recommending improvements for E-mail applications & Web-page development.
* Maintaining up to date Antivirus levels on all machines company wide.
* Providing technical support via helpdesk systems for a wide range of internal & external applications.
* Configuring FMCS system for engineering and construction purpose.
* Maintaining EDMS system.
* Maintaining Windows Server 2012 and Microsoft Exchange Server 2010.
* Maintaining FTP Server.
* Maintaining Backup System.
* Providing 1st line technical support, answering support queries via phone & email.
* Remote administration and management of customer premises equipment.
* To log & prioritize system & user support calls for the second line support team.
* Carrying out user administration and set up.
* Recording the faults as reported on: PC’s, servers and mobile.
* Determining the nature of faults and the steps required to rectify it.
* Creating and maintaining email profiles for users.
* Closing the job when normal service is resumed.
* Writing progress and statistical reports for supervisors and managers.
* Using remote control software tools to provide fault resolution and diagnosis.
* Creating and administrating Microsoft Exchange email accounts.
* Document and maintain Help Desk policies and procedures.
* The update and maintenance of the IT service desk authorized users database.
* Train and supervise other support engineering staff.
* Track, monitor and report on all Help Desk incidents within defined customer Service levels.

**Personal**

* DOB : 31-Jan-1985
* Languages : English, Hindi, Kannada
* Present Address : Bangaluru, Karnataka, India
* Permanent Address : Udupi Dist, Karnataka, India