

Syed Hasan Ali (Raazee)

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Offering 16 years of commendable success in Administration Management with 6 years dedicated to IT Support Administrator & Network Management Professional.

Personal Achievements:

With more than 16 years of work experience in the General Administration and IT fields as a Senior Administrative professional, I transitioned to the Information Technology & Digital Marketing industry and started accepting jobs as an IT Support Administrator and Network Manager Professional.

Project Undertaken and Executed with Big Corporate Clients on Pan India

IT Infrastructure

S. No.	Client Name
1.	Alchemist Marketing Talent Solutions Pvt. Ltd.
2.	Sugarlogger Technologies Pvt. Ltd.
3.	Super Cassettes Industries Limited
4.	Colour Yellow Production House
5.	AMPS Biotech Pvt. Ltd.
6.	S.R. DINODIA & Co. LLP
7.	Baseline Ventures India Pvt. Ltd.
8.	Marol Education Academy

IT Infrastructure – Security Surveillance

S. No.	Client Name
1.	Shreeji Constructions
2.	DMI Finance Pvt. Ltd.
3.	S.R. DINODIA & Co. LLP
4.	Dev Group Builders
5.	Pranesh E Services Pvt. Ltd.
6.	Begur & Partners

IT Infrastructure – Telecommunication

S. No.	Client Name
1.	Neo Era Infotech LLP
2.	Fab Cars Pvt. Ltd.

Digital Marketing Services

S. No.	Client Name
1.	Bywell Confectioners Pvt. Ltd.
2.	Dev Group Builders
3.	Neo Era Infotech LLP
4.	S.R. DINODIA & Co. LLP
5.	Dinodia Consulting
6.	Pics India Productions

Digital Marketing – Creative Services

S. No.	Client Name
1.	Neo Era Infotech LLP
2.	S.R. DINODIA & Co. LLP
3.	Dinodia Consulting
4.	Begur & Partners

Professional Experience [IT Support Administrator & Network Management]:

ALL SOLUTIONS INDIA TECHNOLOGIES

Designation: IT SUPPORT ADMINISTRATOR

Provide the Services to (Outsourcing & Consulting Partners) for MNC, SME, Corporates, Schools, Colleges & Universities on Pan India & International level with strong Clientele in India & Abroad.

Duration: Sept 2020 to Present

ALL SOLUTIONS INDIA TECHNOLOGIES

Client: ALCHEMIST MARKETING TALENT SOLUTIONS PVT. LTD.

Service: IT ADMINISTRATOR (OUTSOURCING & CONSULTING PARTNER), MUMBAI

Duration: Sept 2020 – Nov 2021

ALCHEMIST MARKETING TALENT SOLUTIONS PVT. LTD.

Designation: SENIOR CONSULTANT – ADMINISTRATION & IT Management, MUMBAI

Duration: Nov 2015 – 30 Dec 2019

Professional Experience – [General Administration]:

AMOLE GUPTA CINEMA PVT. LTD. – Film Production House

Designation: OFFICE MANAGER (ACCOUNTS & ADMINISTRATION), MUMBAI

Duration: Nov 2012 – 20 Nov 2015

Indian screenwriter, actor, and director

ANYTIME INDIA FITNESS PVT. LTD. (U.S. Franchisee)

Designation: SR. EXECUTIVE – ADMINISTRATION, MUMBAI

Duration: 29 May 2010 – 08 Aug 2012

PERCEPT TALENT MANAGEMENT- (A DIV. OF PERCPT LTD.)

Designation: SR. EXECUTIVE – ADMINISTRATION, MUMBAI

Duration: 10 Jan 2007 – 28 May 2010

PERCEPT PICTURE COMPANY- (A DIV. OF PERCPT LTD.)

Designation: ASSISTANT – ADMINISTRATION, MUMBAI

Duration: 10 Jan 2007 – Dec 2007

TEAM INDIA ADVISORY LIMITED & INDIA CENTER FOUNDATION

Designation: ASSISTANT – ADMINISTRATION, NEW DELHI

Duration: 14 Feb 2005 – Dec 2005

Key Skills:

Ability to work well within a team. Can work under pressure and with limited supervision. Creative and resourceful in producing results with minimal direction, Multi-tasking and manage conflicting demands from IT Infrastructure management. Ability to come up with own new ideas to take the company forward, Project Execution, Handling Facilities, Procurement & Purchase Management, Vendor Management, Negotiations and Process Improvement, Cost Management, Quality Implementation, Internet & Market Research, IT Infrastructure & Digital Marketing Management, IT Statuary Compliances, Government Licensing and IT Security Surveillance.

Expert & Multi Task Specialist with hands on experience in Procurement of Technical Equipment, IT Hardware, Capex, Software and IT Administration & IT Facilities Management, Infra Projects, Media and Digital Marketing spends.

Key Deliverables as IT Support Administrator & Network Management

Looking after overall IT Administration, Sale, Purchase, End user Support, Client Relationship, Project Management, Project Execution, Installation, Configuration Monitoring, Incident Management, Problem Solving, Handling Escalation calls, Troubleshooting, Diagnose and resolve problems with strong network on Pan India Level along with IT Management, Purchase Management, Vendor Development & Management, New Product Research and Development, Cost Management, Quality Implementation and IT Security Surveillance and Implementation.

IT Procurement, Management & Implementation, NAS & Cloud Management, Cyberoam, CCTV Security Surveillance, Domain, Hosting, Business Email & VPS, Internet Lease Line and Email Configuration in Outlook and Gsuite.

- **Firewall Cyberoam/ Sophos Configuration:** (Network, DHCP, User & Groups, Rules, Virtual Host, Web filtering & Application Policies, QoS Policy, NAT, SSL VPN, IPSec IPS policy), maintenance, Log monitoring, Firmware Upgradation, Configuration backup & Restoration Configuration of Cisco Routers, Switch & Access Points remotely
- **Router Configuration:** Wi-Fi router, Access Point, Wi-Fi Extender Cisco, D-Link, TP-Link and Netgear router configuration and troubleshooting.
- **NAS Administration:** NAS data / storage monitoring, user creations and deletion, sharing folder, User accounts. Backup & Firmware Upgradation.
- **Storage Technologies:** Netgear, Synology, Qnap, RAID, NAS Storage, SAN Storage, SMB, NFS, AFP and FTP user rights and create login for users.
- **Operating System:** Microsoft Win 7, Win 2008, Win 12 Application, Outlook 2007 Outlook 2010, 2013, 2016, 2019 and MAC
- **Google Workspace/G-Suit Administration:** managing for Account configuration, Email & drive Data, grouping, Backup/migration, billing, domain, Hosting and Server purchase
- **Microsoft Office 365 Administration:** managing for Account configuration, Email & drive Data Backup/migration, billing, domain with the help of third party management. Hosting, VPN, Server and cloud purchase.
- **Microsoft Outlook:** Email Account Setup, configuration, repair and Backup.
- **Software and licenses:** Purchase of all the Creative software and licenses like (Corel Draw, Adobe Creative Cloud App etc) and setup for users.
- **Software Installation:** M.S Office, Adobe Reader, Final Draft, Photoshop, Adobe Reader, Coral Draw, Google Chrome, Auto Cad, File Sharing, Network Configuration, Wi-Fi Configuration, O.S. Update, Data Backup, Formatting All software installation windows 7,8,10 etc. also Installation in Mac .O.S
- **Printer & Scanner:** Installation of Drivers, Configuring & Troubleshooting of Printer & Scanner
- **Servicing:** Laptop and Desktop servicing
- **Antivirus Installation & Monitoring:** Quick Heal, Symantec, Kaspersky, MacAfee, e-Scan, NPAV etc. Installation Console, Patches and Monitoring.
- **IT Infrastructure:** New office setup planning and implementation of network and servers, Worked on local service desk port for issue raise as tickets, New joining Onboarding formalities, IT AMC Handling, All IT License, software & hardware product procurement & Billings
- **Devices & Circuit Inventory management**
- Acted as escalation point for troubleshooting the issue along with AMC Support and by providing excellent service to internal Users
- **Biometric Attendance System:** Manage Attendance Software, DBMS, and Data backup on Cloud with the help of third party management.
- **CCTV Security Surveillance:** Software Installation & Troubleshooting, Data Backup, Log views and check and Third Party Management
- **Telecommunication:** To Monitor Broadband, Internet Lease Line and co-ordinate with Vendors for Lease Line, Broadband (Tata, Jio, MTNL and Vodafone etc.)
- **Patches & Updates:** Installation of Patches of Antivirus and other related Softwares
- **Hardware Assembling:** Installation of Ram, HDD, SSD, Graphic Card and testing
- **Purchase/Procurement:** procurement and negotiation with new and existing vendors for procuring new IT solutions, Softwares and Hardware requirement, delivery, installation, troubleshooting.
- **Research & Development:** Deep research of new technology and try to implement

Proficiency:

- **Networking Skills:** **Security & Firewall** Basic working knowledge of Sophos XG Firewall, Working knowledge for NAS (Network Attached Storage) of Netgear device and cloud, McAfee, Quick Heal, Net Protector, Kaspersky, Windows Patches Update/Install for Antivirus
LAN/WAN Administration, TCP/IP, DNS, DHCP, Printer Installation, Drive Sharing and related Technical Support.
- **Mail-Messaging:** Email Server, Domain Server with Emails, G-Suite, Microsoft Office 365
- **Network Adapter:** D-Link, TP-Link, CISCO
- **Domain & Hosting:** Knowledge of Domain, Hosting, C-Panel, WP-Admin, WHM, Cloud, MX Records, and related configuration & Infrastructure.
- **Social Media:** Knowledge of SMM, SEO for Marketing Skills, Website Builder, Wordpress, Web Design & Development, Email Marketing etc.

Academic Qualifications:

Year	Degree/Certificate	University	Class
2015	B.A. (General)	Arunachal University of Studies, Arunachal Pradesh	2 nd

Additional Qualifications:

Year	Degree/Certificate	University	Class
2006	Diploma in Airline Passenger Services	Indian Aviation Academy, Mumbai	A
1999	Certificate Course in Computer Application	LCC, New Delhi	A+

PERSONAL DETAILS:

Date of Birth : 15th March 1982
Marital Status : Married
Nationality : Indian
Religion : Islam
Languages Known : English, Hindi & Urdu
Passport No : P8492514
Vaccination : COVISHIELD – Done

Reference: can be provide upon request

I solemnly declare that the statements made by me in this application are correct to the best of my knowledge and belief.