CURRICULUM VITAE

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CAREER OBJECTIVE:

Seeking a career to utilize my abilities & skills in Network with a technology-driven reputed organization that offers professional while being resourceful, innovative, and flexible, where I can leverage my function cell for the development of the organization.

Technical Qualifications

- ✓ *Cisco Certified Network Associate (CCNA)*
- ✓ *Microsoft Certified Professional (MCP)*
- ✓ *Microsoft Certified Solution Associate (MCSA)*

Training Obtained and Obtaining

Training Obtained For McAfee Epos and Symantec Endpoint Servers

Academic Qualification

- ➢ **Bachelor** of **Technology** in **Computer Science &Information Technology (**B.Tech) from Jawaharlal Nehru Technological University, Hyderabad.

IT & Network Skills

- ➢ Installing and configuration of Windows 2012/2008/2003 Server,
- ➢ Working on AD, DHCP and DNS
- ➢ Office 365 Email and Share-Point Administration
- ➢ Working With BMC Remedy Application
- ➢ Working with Applications like Asset Explorer , Manage Engine, MacAfee Iron mail Gateway
- ➢ Working with Windows 10, 8, 7, Vista, XP 2000, NT Workstation, and Windows 98 Operating System.
- ➢ Backup & restore email and data to employees when requested
- ➢ Evaluate new windows, software & hardware products and versions

- ➤ Working with MS-Office 2016,2013,2010,2007,2003
- ➤ Central Anti-Virus maintenance EPO, Troubleshooting and Monitoring.
- ➤ Basic Knowledge on Cisco routers and switches configuration troubleshooting Network Issues
- ➤ Trouble shooting Desktop, laptops, Printers, Servers issues Software/Hardware.

Areas of Expertise

- ✓ Remote Access Service implementation.
- ✓ Issues pertaining to Windows Operating system 98, 2000, XP, vista, windows7, 8 & 10.
- ✓ Implementing network connectivity and managing clients.
- ✓ Maintaining data center Infrastructure.
- ✓ Configuring & Troubleshooting Mail Clients Outlook, Outlook express, Mozilla Thunderbird
- ✓ Troubleshooting network issues..
- ✓ Installing and updating of Antivirus and maintaining data backup.
- ✓ Installation of VPN Clients.
- ✓ Configuration of network printers and scanners for end-users.
- ✓ Working with imaging software's Acronis True Image.
- ✓ Troubleshooting issues Macintosh operating Systems.

Career and Professional Experience: Saudi Arabia.

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Etihad Atheeb Telecommunication
Position   :   IT Systems Support Engineer.
From   :   Jan 2011 to Till Date.

Duties and Responsibilities:

- ✓ Administration day-to-day activity.
- ✓ Maintaining the global Support server.
- ✓ Installing, Configuring, and Administering Windows XP/2003/Vista/Windows 7, 8 & 10.
- ✓ Managing the Symantec End Point Server.
- ✓ Installing NTS on the Servers and client Machines.
- ✓ Help desk activities.
- ✓ Creating tickets with REMEDY tool and monitoring the SLA's.
- ✓ Monitoring Alarms with Manage Engine and escalation to proper channel Person.
- ✓ Working with onsite portals like Goreatil, Gocare , Gopartner, Clearance Portal and Intranet Application for daily activities.
- ✓ Managing IT assets inventory with Assest Manager Portal to track all It assets.

- ✓ Supporting POS locations throughout kingdom of Saudi Arabia.
- ✓ Supporting POS with small network, printer and Computer issues.
- ✓ Maintenance of AD DHCP and DNS activities in exchange.
- ✓ Maintenance of Symantec Endpoint protection 14.2 version.
- ✓ Troubleshooting Mail clients Outlook, Outlook express.
- ✓ Managing and Maintaining a Microsoft Windows Server 2012 Environment.
- ✓ Installing Cisco and Forti VPN Clients along with troubleshooting if any network related issues.
- ✓ Following up on the tickets and resolving the IT issues.
- ✓ Installing Database Software's Like Oracle and Configuring Clients and Server.
- ✓ Installing Updates and patches required for the software's.
- ✓ Provide Support for Desktops and laptops with the Support team.
- ✓ Assisting In any Kind of IT issues related to Systems/Network.
- ✓ Managing the administering the printer server.
- ✓ Maintaining the image files for all the pc's and laptops.

- ✓ Checking if power backups are provided to the servers in case of power outage.
- ✓ Providing Remote support using Remote solutions like Remote Administrator, Team Viewer and Any desk.
- ✓ Patching of cables between switches and activating the ports.

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Etihad Atheeb Telecommunication (Wipro Arabia as Consultant)
Position   :   IT Systems Support Engineer.
From   :   July 2009 to December 2010.

Duties and Responsibilities:

- ✓ Administration day-to-day activity.
- ✓ Maintaining the global Support server.
- ✓ Installing, Configuring, and Administering Windows XP/2003/Vista/Windows 7 & 8.
- ✓ Managing the Symantec End Point Server.
- ✓ Installing NTS on the Servers and client Machines.
- ✓ Troubleshooting Mail clients Outlook, Outlook express.
- ✓ Managing and Maintaining a Microsoft Windows Server 2012 Environment.
- ✓ Installing VPN Clients.
- ✓ Following up on the tickets and resolving the IT issues.
- ✓ Installing Database Software's Like Oracle and Configuring Clients and Server.
- ✓ Installing Updates and patches required for the software's.
- ✓ Provide Support for Desktops and laptops with the Support team.

- ✓ Assisting In any Kind of IT issues related to Systems/Network.

- ✓ Managing the administering the printer server.

- ✓ Maintaining the image files for all the pc's and laptops.

- ✓ Checking if power backups are provided to the servers in case of power outage.

- ✓ Providing Remote support using Remote solutions like Remote Administrator, Team Viewer.

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Saudi Arabian Airlines (Jeraisy Computer & Communication Services)

Position   : Systems/ Desktop Support Engineer.
From   : Sep 2007 to July 2009

Duties and Responsibilities:

- ✓ Providing It Support to Saudi Arabian Airlines at Diplomatic Quarters

- ✓ Assigned to lead EUS (End User Support) Team.

- ✓ Installation, Maintenance & Up-Gradation of special purpose software for Lab Equipment PC

- ✓ Troubleshoot and maintain latest security patches and antivirus patches

- ✓ Network cabling ports to switches etc.

- ✓ Configure Video conferencing equipment's

- ✓ Maintain small networks for laboratory software

- ✓ Maintain all the Network Applications related to Servers

- ✓ Make cross and straight cables and Maintain Print Servers.

- ✓ Maintain and Troubleshoot the reservation software SMARTRESS

- ✓ Maintain and Troubleshoot VOIP AVAYA Software.

- ✓ Configuring Mail Clients Outlook, Outlook Express, and Windows mail.

- ✓ Configure and Troubleshoot PRINTERS and SCANNERS.

- ✓ Troubleshooting WINDOWS.

- ✓ Configuring and troubleshooting DSL

- ✓ Ability to communicate with everyone in polite manner.

Career and Professional Experience: India.
Frontline Soft
Position   : Network Engineer
From   : February 2006 to Aug 2007.

Duties and Responsibilities:

- ✓ Installation & Configuration of CISCO Routers 2500,2600,3600,4700 Series and Switches 2800,2950,3550,3700 Series.

- ✓ Configuring and troubleshooting routing (Static, default, dynamic routing)

- ✓ Configuring and troubleshooting WAN Protocols like PPP, HDLC, Frame Relay

- ✓ Implementing Network address translation(NAT) for ensuring IP Security

- ✓ Implementing Port address translation (PAT) for enhanced protection from hackers from intruding into the network.

- ✓ Configuring Access control lists giving access to inbound and outbound internet traffic

- ✓ Enabling IPsec for VPN on Cisco routers for Security.

- ✓ Building up a VPN between two peers for secured traffic moment using Symmetric keys like 3DES.

- ✓ Installation and Configuring 3000,3550 Series multi-layer switches with INTERVLAN Routing

- ✓ Installation of CISCO Switches for fulfilling the requirement of the organization based on the number of clients

- ✓ Monitoring Routing updates and Maintaining the Uptime of the LL

- ✓ Trouble shooting on link failures and on high Latency.

- ✓ Network Monitoring and Troubleshooting and Monitoring Routers CPU

- ✓ Configuring the ISDN line as backup to Leased Line

- ✓ Configuration of Layer 2 Cisco Catalyst switches for VLAN, Trunking and HSRP

- ✓ Well versed with the concepts of MPLS using LABEL SWITCHING ROUTERS(LSR

- ✓ Taking Weekly backup of Router Configurations.

- ✓ Installing, configuring, & maintaining Windows 2000 server, Windows 98 clients, User Account Management, Group Management, Security Policy Management

- ✓ Providing Anti-Virus solutions for entire network by deploying Trend Micro scan, NORTON Antivirus, F-SECURE for Enterprise Desktop Security

- ✓ Installation and Administering Microsoft Exchange Server 2000/2003.

- ✓ Configuring Microsoft Exchange server 2003 for facilitating mail.

- ✓ Ability to create and manage Mailboxes within the Network for E-mail communication between users within and outside the Organization implementing Microsoft Exchange server 2003

- ✓ Designed and Maintained Local Area Network with the connectivity

- ✓ Maintaining various peripheral devices like printers, scanners, CD–writers, ZIP drives

- ✓ Coordinating with vendors and technicians for Hardware/Software related issues

PERSONAL PROFILE

NAME	:	MOHAMMAD FAISAL ALI ANSARI
RELIGION	:	Islam
AGE	:	34 years
NATIONALITY	:	Indian
MARITAL STATUS:		Married
IQAMA	:	Transferable
PROFESSIONAL	:	Computer Programmer
Driving License	:	Valid Driving License Saudi Arabia