Syed Shakeel

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Summary

Analytical Systems Engineer with hands-on experience in areas of system administration, implementation, and Application support. Knowledgeable and seasoned professional recognized for outstanding maintenance and troubleshooting abilities coupled with solid experience in various application stacks. Dedicated to implementing innovative solutions to solve technical challenges.

Skills

- Customer Service Skills
- System Operations Support
- Process Improvement
- Troubleshooting
- Technical Support
- System Integration
- End-User Satisfaction
- Installation & Configuration
- Windows/Linux Administration
- Network configuration
- Incident Management
- Security Protocols

Education and Training

Bachelor of Technology
JNTU University
Hyderabad, India , India
Computer Science & Information Technology, 12/2005

Experience

Oblige IT

IT Support Engineer | Bolton, United Kingdom 03/2023 to 02/2024

- Provided technical support to end-users on a variety of computer software and hardware issues.
- Identified opportunities for process improvements within the IT department that could result in cost savings or increased productivity.
- Analyzed system logs, identified potential issues, and implemented solutions in a timely manner.
- Collaborated with vendors in order to acquire necessary hardware components or software licenses at discounted prices.
- Developed and maintained user accounts, permissions, and access rights.
- Utilized ticketing systems to track the status of help desk tickets throughout the resolution process.
- Performed troubleshooting to diagnose and resolve complex technical problems.
- Installed, configured and maintained Linux-based systems including Red Hat Enterprise Linux.
- Troubleshot network connectivity problems between remote sites using SSH and SCP protocols.
- Created virtual machines using VMware ESXi hypervisor technology for testing purposes.
- Monitored application and print servers, rapidly responding to faults and malfunctions.
- Monitored system performance, identifying and resolving bottlenecks to maintain optimal functionality.
- Set up user accounts, permissions and passwords and defined network policies and procedures.

Saudi Telecom Company

OSS/NMS Support Engineer | Riyadh, Saudi Arabia, Saudi Arabia 08/2010 to 12/2022

- Ensured smooth functioning of NMS applications and servers on different platforms by troubleshooting and resolving issues

Certifications

RHCSA: RedHat Linux Administration (COSS Cloud Solutions, India)
CCNA Certified (ID: cscO11108901)
MCP: Microsoft Certified Professional
Unix Administration (Training at STC)
LTE Technology (Training at STC)
CISSP (Trained at STC)
Solaris 10 System Administration (Al-Khaleej Training Center, Riyadh)

- Developed skills of new technical support engineers and peers through support and mentoring
- Steered the installation of NMS applications as well as configuration, testing, and maintenance of telecom systems, application software, and system management tools
- Provided technical assistance and support to end-users, troubleshooting hardware and software issues, and maintaining computer systems and networks
- Stayed up-to-date with the latest trends and technologies in IT support and performed routine maintenance tasks, such as backups and updates
- Created and maintained documentation, including knowledge base articles and user guides
- Collaborated with other IT professionals to resolve complex technical issues
- Prioritised and escalated technical issues to the appropriate team members or departments
- Contributed to ongoing improvement initiatives for service desk processes and procedures
- Resolved technical issues quickly and efficiently to minimize downtime for end-users
- Avoided disruption of services by ensuring payment of IT-related expenses in a timely manner
- Set up hardware as part of the new employee onboarding process i.e
- Build laptops/backing update data/transfer data/imaging/deploy
- Adhered to SLAs, whilst managing real-time network applications and Users queries through ITSM ticketing tool
- Facilitated telecom OSS/NMS systems and application end-users by providing 24/7 technical support
- Maximized efficiency and reduced costs through development of backups, security, and redundancy strategies
- Executed process smoothly by communicating effectively with vendors and other stakeholders
- Enhanced availability and reliability by performing regular health checks of servers (UNIX & Windows)
- Diagnosed and resolved issues in unique and complex environments using analytical approach
- Worked on various NMS products, such as NSN, Alcatel Lucent, Huawei, Ericsson OSS-RC, Nokia NetAct RC09, ADTRAN ACI-MSAN, and Nokia NFM-SE.
- Resolved customer issues related to operating systems, network connectivity, software applications and hardware components.
- Tracked customer requests from initial contact through resolution.
- Responsible for troubleshooting hardware issues and worked with hardware vendor tem to facilitate repairs for end users.

- Collaborated with other departments within the company when needed to resolve complex issues quickly and efficiently.
- Created and implemented new troubleshooting processes, improving efficiency and customer satisfaction while reducing costs.
- Demonstrated advanced product knowledge to solve customer issues.
- Diagnosed system problems using remote tools to access customer machines.
- Provided comprehensive technical support to customers via telephone, email and ticketing System (ITSM Remedy tool).
- Oversaw the daily performance of computer systems.
- Documented and updated case notes for each customer and work order.
- Used proactive monitoring procedures and tools to identify problem prevention opportunities.
- Served as the first point of contact for incoming technical service calls and emails.
- Collected, analyzed, and reported on data for use in operational planning.

Adeed Telecom Company

Computer Helpdesk Technician | Riyadh, Saudi Arabia 04/2007 to 07/2010

- Addressed user tickets related to hardware, application, and operating system issues with the utmost care and professionalism
- Walked customers through the process of installing applications and computer peripherals
- Diagnosed problems by asking targeted questions
- Ensured customer satisfaction and reinforced a commitment to providing excellent customer service by following up with clients, ensuring their systems working properly
- Meet user requirements by customizing desktop applications.
- Resolved customer inquiries in a timely manner.
- Assisted customers with various types of technical issues via email, live chat and telephone.
- Managed the configuration and setup of customer accounts and systems.
- Set up equipment for employee use, performing or properly installing cables, operating systems or software.

Accomplishments

- Oversaw the migration of Nokia-Siemens NMS system from windows server 2008 to 2016 as well as Windows Physical server 2003 to virtualization through HYPER-V

- Succeeded in completing hardware expansion for Nokia Network management system and upgrading NMS application to current release 9.6
- Upgraded Nokia-Siemens TNMS application from release 11 to release 13, version 13 to version 14.02
- Led the implementation of fixed access NMS Systems such as Nokia NFM and ADTRAN-ACI
- Major Project Title: Travel Agency Tool
- Company: MAKVIN INFORMATION TECHNOLOGIES, Toli chowki, Hyderabad
- Technology: .NET
- Duration: 4 months
- Team Size: 4
- Operating System: Windows 2000 Professional/Windows 2000 Server
- Front End: ASP.NET, VB.NET
- Back End: ADO.NET, C#, MS SQL 2000 (Database)
- Mini Project Title: Statistical Analysis of Google Ad words Campaign
- Company: Teleparadigm Networks Pvt
- Ltd
- Barkathpura, Hyderabad
- Technology: Adobe FLEX 2.0
- Duration: 45 days

Languages

- Proficient in English & Hindi

Languages

English: B2

Upper Intermediate (B2)

Hindi: B2

Upper Intermediate (B2)

Arabic: A2

Elementary (A2)