

MOHAMMED NASIRODDIN

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CAREER OBJECTIVE:

To obtain a position as System Administrator / IT Support Engineer with utilizing software, hardware and troubleshooting experience in order to provide the company with a solid IT support with 5 Years' experience in the IT Industry.

Windows Technical Skills

- Installation of all Microsoft Windows Series operating system (Win 7, 8, 10 & 11)
- Configure new Laptop and desktop for newly on-boarded user
- MS-Office 2010, 2013, 2016 & 2019 installation and troubleshooting
- Administering and Installing Microsoft 365 and desktop application (MS share point, Teams, Power point, One Drive)
- Microsoft-365 User account create, Password reset, block user account
- Assign E1, E3, E5 license to user and Assist Microsoft 365 features
- Implement and maintain security protocol Multi Factor Authentication
- Create shared mailbox and add multiple users to in that account
- Troubleshoot outlook mail flow status delivered, failed or spam mails
- Disk Management, Partitions, Folder sharing and Access Permission
- Printer, network printer and scanners installation and troubleshooting
- Basic LAN / WAN connectivity and internet troubleshooting
- Administering and configuring Wi-Fi router and access points
- Installation of Web browser (Google Chrome, IE 11 & Mozilla Firefox) etc.
- Basic hardware level troubleshooting and repair of desktop/laptops like RAM replacement, SMPS replacement, HDD replacement, Fan replacement etc.
- Speaking with clients via email and phone for initial requirement capture
- Fix client system slowness and Antivirus issue
- Adding workgroup machines into the company domain
- Resolving the issue raised tickets in the ticketing tool (Jira/Service Now Ticketing Tool) within the SLA
- Video conferencing equipment management and support
- Knowledge of networking principles and troubleshooting (TCP/IP, DNS, DHCP)
- Antivirus installation and windows patch updates
- Biometric attendance device installation and configuration
- CCTV Camera Installation and configuration, Maintenance
- VOIP phone configuration and maintainance

Windows Server Operating Skills

- Installation and Configuration 2012, 2016, 2019 and 2022 Windows Server Operating Systems
- Installing and configuring active directory domain Services on DC, ADC, CDC and RODC
- Creating domain user, groups in active directory
- Configuring File and storage, FSRM role on Domain controller
- Troubleshooting active directory, GPO, DNS and DHCP issues
- Applying group policy on OU, Domain and Site level
- Configuring and managing DFS Namespace and Replication servers
- Configuring and managing DNS, DHCP Server, creating scope and DHCP reservations
- Managing DELL PowerEdge R720, R730, R740 - HP DL360, DL380, DL180 Rack servers
- Monitoring DATA Centre/NOC Rooms Temperature, Burglar, Fire alarm-status and Health checks
- Performing scheduled Health checks of the production servers for multiple clients and resolving any minor issues and informing the concerned Support teams within due time

IT WORK EXPERIENCE:

- ❖ Worked as IT Support Engineer/System Administrator in Ascendion Engineering Pvt Ltd from 29/08/2023 to 23/05/2024
- ❖ Worked as Windows Administrator in Novitas Technologies Pvt Ltd from 01/07/2022 to 30/07/2023
- ❖ Worked as Windows Administrator in Digitaltrack Solutions Pvt Ltd from 01/10/2021 to 30/06/2022
- ❖ Worked as Desktop Support Engineer in Xesot Technologies Pvt Ltd from 01/04/2017 to 30/06/2021

NON-IT WORK EXPERIENCE:

- ❖ Worked as Store Keeper and Warehouse In-charge in Al-Gihaz Co. Ltd from 29/01/2013 to 29/01/2017 (Jeddah, Saudi Arabia)
- ❖ Worked as Process Executive in Technomake Solutions Pvt. Ltd (Bangalore) from 30/04/2010 to 05/09/2011
- ❖ Worked as Data Entry Operator in India Infoline Limited from 09/02/2009 to 15/03/2010

TECHNICAL COURSES

HARDWARE AND NETWORKING (A+ and N+)

Microsoft-365

MCSA – Microsoft Certified Systems Associate (SERVER 2012, 2016, 2019)

STRENGTH AND ABILITIES:

- ✓ Adaptive to changing Environment
- ✓ Able to work under pressure
- ✓ Excellent oral and verbal ability
- ✓ Good analytical, conceptual and problem-solving abilities
- ✓ Ability to work in a team-oriented collaborative environment

- ✓ Ability to learn new tools and technologies
- ✓ A logical approach to problem solving

EDUCATION DETAILS:

Name of the course	Board/University	School/College	Year of passing
B.Sc. Computer Science (Bachelor's Degree)	Gulbarga University	Karnataka Arts and Science Degree College, Bidar	Nov-2008

Personal Details:

Name : Mohammed Nasiroddin
Father Name : Mohammed Zainoddin
Marital Status : Married
Languages Known : English, Arabic Hindi, Kannada, Telugu
Hobbies : Reading Books, Social Media and Travelling
Visa Status : Visit Visa
Current Location : Dubai (UAE)

