SAYED ABTHAHIR

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📍 Dubai, UAE

OBJECTIVE

- I seek a challenging opportunity where I can fully use my skills for the success of the IT infrastructure administration and the opportunity to work on the latest trends for mutual growth.

SUMMARY OF SKILLS AND EXPERIENCE

- Having a total of 10+ years of experience in System/IT Administration.
- Network administration
- Extensive experience in managing multiple projects for setting up IT solutions across the corporate network.
- Excellent management of team and relationship management skills.

PROFESSIONAL CERTIFICATION

- Cisco Certified Network Associate, CSCO12711380
- MCSA-Installing and configuring of Windows Server 2012, E778-3646
- Ongoing training on MS Azure, VMWare technologies

PROFESSIONAL QUALAIFICATION

- Bachelor of Engineering in Electronics and Communication, from Anna University, Tamil Nadu, India.

DRIVING LICENSE

PROFESSIONAL EXPERIENCE

IT Administrator (July 2021-Current**)**
Emirates National School | Sharjah

- **Company Overview**: **A subsidiary of the Ministry of Presidential Affairs**
- Managing and administrating of Active Directory Domain Controller in Windows Server and Syncing the Active Directory users with **Microsoft Entra ID** by using **Microsoft Entra connect**.
- Managing and creating user accounts (1200 users), Groups and OU in the Active Directory, including Group policy objects (**GPO**) management to enforce organizational IT policies.
- Activating the **office 365** license(A3) for the new users in Microsoft 365 admin center, adding the users to the respective email groups
- Managing **Aerohive Access points** installation and troubleshooting the Wi-Fi issues across the campus
- Managing the **extreme cloud** to add the new access points, SSID creation, firmware update, rename the access point location etc.
- Configuring and managing the different **VLAN's** in **CISCO** and **HP** Switches to manage the different school networks such as Admin, Staff, Student and Guest
- Solid understanding of routing protocols including RIP, OSPF and BGP.
- **Fortinet 800D** and **Palo Alto PA-3050** Series complete configuration and troubleshooting
- Creating the **firewall policy** according to the school IT requirement
- Allow or restrict the web sites in all the networks according to the school social media policy
- Managing the **MPLS** connection across the Campuses.
- Utilized **ITSM** tools such as **ManageEngine ServiceDesk Plus** and **SolarWinds Service Desk** to manage end-to-end IT service processes, including incident, problems, change, and asset management.
- Experience in scheduling backup jobs using **Veeam** backup
- Supporting and monitoring more than 50 network printers (Xerox, HP)
- Coordinating with Vendor to configure the newly installed Printers in the **Safe Q** applications and creating a print code for the new user
- Managing Antivirus using ESET Endpoint security and updating the same
- Managing Network Access Control (NAC) to manage the device count in Teacher's network
- Supporting the teachers to connect the laptop with interactive screens Benq and ViewSonic by using insta share and vcast sender application
- Office 365 accounts configuration in outlook client and troubleshooting mail related issues in outlook
- Managing Cisco IP telephonic device for assigning extension and giving call rights to the users
- Creating and deploying the image in VDI network for the IT Lab
- Taking care of iPad trolley & ICT Labs over all the schools
- Providing VPN access to the user by adding the user in VPN group in AD
- Managing **MDM** server to push the apps on student & staff iPads.
- Creating network folders and providing access to the users for the same
- Making an annual IT budget based on the school requirements
- Providing support for video conferencing & for support providing audio & visual management for events
- Microsoft **dynamics 365** client Installation and Support
- Supporting the staff and students for NWEA, Power School, Map test and GLS assessment etc.

IT Administrator (May 2017-July 2021**)**
Kings School | Dubai

- Trouble shooting of Windows 10/8.1/8/7, iMac and MacBook in both desktops and laptops as needed
- Installation and upgrading of Server Operating Systems, System Software, System Patches etc
- Managing and administrating of Active Directory Domain Windows Server 2008/2012/2016, **DNS, DHCP**, **File Server** and **Printer Server** etc
- Assigning users and computers into respective Groups, OU in active directory and providing access to School's IT Systems
- Creating and Mapping Data Shared folders to users
- Managing Desktops and laptops by using **Desktop Central** (Manage Engine) for remote access, shutdown, restart and Wake up LAN, software, and patch installation
- Assists with the Inventory Management of Software License, Hardware, and other IT Systems
- Managing Antivirus Server by using MCA fee End Point Security
- Managing **Aruba Wireless Network** Environment with **Clear Pass Server**
- Configuring and managing **Aruba Wi-Fi Wireless Access Controller** with different **VLAN** and more than 120 Access Points and troubleshooting Wi-Fi issues
- Asset Management and resolving technical issues in service desk environment (Solar Wind)
- Managing **Avaya IP Office** for assigning extensions and giving call rights to users
- Preparing access cards for door access and printer
- Installing HP Switch (2920, 2930) and configuring the different **VLANS** for Management, Admin, Teachers, Students, and BYOD etc
- Email accounts and Group creation in G-suit and for Students, Teachers, and Admin staff etc
- Provide desktop support to classrooms, labs, and faculty and staff offices
- Installation and management of photocopiers, print servers, scanners, and video conferencing tools and labs equipment
- Managing and monitoring of two print servers and more than 15 network printers (Canon printer) with **Uniflow** Server
- FortiGate **800C, 800D** basic configuration and trouble shooting
- Image Creation for Labs (Music, ICT), teachers' laptop, and Student laptop and deploy the same by using **Acronis true image** and **clonzilla**
- Meeting with the school board and ICT coordinator for new academic software and hardware upgradation
- Experience working with **MDM** solution **Maas 360** and **nischint** for managing School iPads
- Provide network support and troubleshoot basic telephone, internet, and Wi-Fi issues
- Trouble shooting of Smart board, Projector C-touch and interactivity issues for Classrooms
- Troubleshooting of mirror app issue for C-touch board and iPad mirroring for apple TV
- Managing Access control system, time attendance and **digital signage** systems
- Raising Procurement Request Form (**PRF**) to implement the IT products
- Coordinate with different Suppliers and Vendors to get better IT solutions

Computer Engineer (Aug 2015-April 2017)
DAR AL HAI COMPUTERS TRADING | Dubai

- Installation and Troubleshooting of all Windows versions in both desktop and laptops in client places
- Installation and updating of Anti-virus, MS Office, drivers, and Windows updates
- Configuration and troubleshooting of mail clients Outlook

- Configuration of peripherals like Printers, Scanners and Fax within a domain
- Various router and access point configurations such as DreyTek, Linksys, TP link etc
- VPN Configuration and troubleshooting connectivity problems with various kinds of routers such as SonicWALL (TZ 400,500, NSA 240), Dreytek (Vigor 2830, 2130), Linksys etc
- Installation, Configuration, and maintenance of CCTV, PABX (Panasonic, Avaya) and time attendance machine
- Mail user creation in C-panel and troubleshooting mail related problems
- Managing Exchange server 2010 and 2013
- Installation and configuration of Windows Sever 2003, 2008 and 2012
- Installing, Configuring, and managing Active Directory (PDC), ADC and RODC in Windows Servers
- Active Directory backup and restoration in Windows 2008 Server
- FSMO roles seizing and transferring in Active Directory
- Managing and implementing various services (DNS, DHCP and Group Policies)
- Troubleshooting LAN, WAN, VPN and WIFI connectivity problems

IT Support (June 2010-June 2014**)**
PRECISION INFOMATIC PRIVATE LIMITED | Chennai, India

- **Company Overview:** Client Organization: Sutherland Global Services Pvt. Ltd
- Responsible for maintaining the OS infrastructure of the Lab
- Responsible for Installation of System drivers, Windows updates, and antivirus definitions
- Responsible for Configuration and Troubleshooting of mail clients like Outlook
- Installation & configuration of peripherals like Printers, Scanners and Fax within a domain
- Diagnosing hardware and software problems and troubleshooting system hardware, software, networks, operating systems, printers/scanners/copiers
- Troubleshooting of network issues (LAN, WLAN & IP related issues) in desktops and laptops
- Technical Support for all clients
- Resolving Domain related issues while user unable to login
- Managing and changing voice and data VLAN for network communication
- Installations and troubleshooting of various software products and project related software like AutoCAD, Citrix, CRM, CMS, Nice, iroz, OCS, Lync, Verizon and Prohance etc
- Inserting and removing backup tapes in server for data backup purpose
- Working with remote desktop by various tools SCCM, logmein, lansweeper, team viewer
- Responding to tickets raised by users via OTRS ticketing system within SLA time

PERSONAL DETAILS

Father's Name   : Abdul Hameed
Nationality   : Indian
Present Address : Deira, Dubai.

DISCLAIMER

I hereby declare that the above information is true and correct to the best of my knowledge and belief.