

SYED DASTAGIR ALI

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An experienced IT professional possessing customer service skill and having the ability to work with minimum supervision. Now looking forward for a challenging career in the field of technology, particularly serving the organization where performance is demanded and rewarded.

CERTIFICATIONS



- Cisco Certified Network Professional (CCNP)
- Cisco Certified Network Associate (CCNA)
- Microsoft Certified Professional (Installing and configuring Windows Server 2012)
- Microsoft Certified Technology Specialist (.Net Framework 4, Web Applications)

PROFILE SUMMARY

- Cisco Certified Network Associate with nearly 8 -year experience with IT industry
- Proficient with **Systems Administration, Networking, Technical Support/Troubleshooting & Client Servicing**
- Expertise in design and documentation of infrastructure processes, procedures, and standards along with the maintenance and preparation of system and software documentation
- Recognized proficiency in managing high-severity incidents to ensure service availability with minimal delay and impact towards ensuring smooth operations of an infrastructure environment
- Experience in managing client-Server network using Microsoft Technologies, PC troubleshooting & Laptop maintenance, and various types of add on card testing on different OS suitable
- Skilled with capability to analyze and solve unique problems and capable of working efficiently under testing condition

PRODUCTS

- ServiceDesk Plus, Freshdesk (IT Automation Tool)
- Cisco Meraki (Managed Routers Tool)
- Sophos (Antivirus Solution)
- Acronis (Backup Solution)
- Cisco Jabber, Mitel (VOIP Soft Phone)
- Veeam Backup Solution (NAS Storage)
- Office 365, SharePoint
- Sugar, Salesforces CRM
- GoToMyPC, LogMeIn, Team Viewer (Remote Support Tools)

Dec15 – Till date with MMCYTECH, Dubai as IT Support Specialist



Key Result Areas:

- Created and managed users and groups accounts in Active Directory Environment
- Installed and configured servers' services like Domain Controller, DNS, DHCP, File Server, Backup Server, Print Servers, and Antivirus
- Exchange server mailbox maintenance including archiving mailboxes.
- Managed Active Directory Services, Terminal Services, Cisco, and HP switches
- Installation, configuration and troubleshooting of Microsoft outlook, Apple Mail, and other Email clients.
- Installation & configuration of network (LAN/WAN) using CISCO Routers, switches, wireless APs and Firewalls.
- Performed maintenance, backups and system upgrades including Service Packs, Patches, Hot Fixes and Security Configuration issues raised by clients
- Managing DC, Active Directory, DHCP, DNS and Print servers includes the internal network (LAN), the company-wide network (WAN), and the corporate Internet connection.
- Managing objects, group policy, OU, Monitoring client & server health status.
- Configuring and Managing Cisco IP phones 7942, 7970G, 7911G, CP-7961
- Opening support ticket with vendors as needed.
- Escalating issues to L3 team or product specific team according to the nature and criticality of the issue.
- Rendered Level 2-3 support and troubleshoot issues within Cisco & HP-based networking/systems environment
- Installation and maintenance of client workstations, Internet connectivity, system backup and restore.
- Install and support Mobile devices like iPad, tablets, and iPod.
- Participate in hardware and software reviews and recommend hardware/ application purchases.

Highlights:

- Conducted systems analysis on Active Directory, Exchange, and SharePoint Systems in a virtual environment along with warranty work, troubleshooting, and emergency repairs which minimized end-user impact and downtime.
- Configured, installed, and troubleshoot various network devices and services such as Cisco 2901 routers, Switch 2960, firewalls, telephony, wireless, VPN
- Suggested measures to manage the frequency of appropriate support package/patch application
- Ensured timely escalation of incidents to higher levels when required and maintained the Log File for errors spotted in the network
- Provided high quality services to outbound customers of US and UK region.

ORGANISATIONAL EXPERIENCE

Sep14 – Aug2015 with Sykes Business Services of India Pvt. Ltd , Hyderabad as System Administrator



Key Result Areas:

- Provided support for LANs, WANs, Network Segments, Internet, and Intranet Systems
- Troubleshoot and resolve hardware, software, and network related issues for over 50 customer servers, 10 internal servers and 30 workstations.
- Imparted Desktop support (Windows deployment and support); also assisted with system and network security
- Installation and maintenance of Microsoft Exchange 2010/2013 servers and troubleshoot all email related issues.
- Configuring, installing, and troubleshooting PC systems, new hardware and managing any reported problems

Highlights:

- Honored with the Best Employee Award in 2015 received appreciations from clients for providing excellent services and support
- Worked in compliance with industry best practices to integrate new hardware, software, and network; evaluated network and provided technical inputs on system acquisitions to senior management
- Installing and configuring computer hardware, operating systems, and applications.
- Setting up new users and disabling expired accounts in accordance with HR requirements.
- Talking to staff or clients through a series of actions either face to face or over the telephone to help set up systems or resolves issues.
- Analyze, troubleshoot, and resolve the customer reported issues within SLA either remotely or by visiting customer site.
- Day to day administration and monitoring of network use.

STRENGTHS

- Have over all experience of 7+ years in IT administration, Technical Support.
- Ability to interact with end users, self –motivated, quick learner.
- Excellent interpersonal, communication & relation building skills and a good team player.
- A hard worker who can work under extreme pressure & meet deadline without sacrificing quality.

ACADEMIC DETAILS

- M.Tech. in Computer Science (CSE) from Jawaharlal Nehru Technological University, Hyderabad in 2015; secured 74%

IT SKILLS

Operating systems:	Windows 10, 7, Linux, Ubuntu, Macintosh
Server:	Windows Server 2012, Exchange Server 2007
Programming Languages:	MCSE, CCNA, .NET, SQL, Java
Internet Applications:	HTML, DHTML, XML, Oracle 11G
Protocol:	RIP, OSPF, EIGRP

EXTRACURRICULAR ACTIVITIES

- Won first prize in Poster Presentation in 7th National Level Technical Symposium, Bodhan in 2012.
- Won first prize in Technical Quiz at National Level Technical Symposium, Bodhan in 2012.
- Effectively contributed to getting sponsors for various college functions
- Played a vital role as a part of the team for several projects & group assignments in the university
- Gained recognition for organizing various college festivals

LANGUAGES

Hindi: Native, English: Fluent, Telugu: Elementary.

LANGUAGES

Learning new technologies, Music, Sports, and Travelling.

PERSONAL DETAILS

Nationality:	Indian.
Marital status:	Single
Visa Status:	Employment Visa.
DOB:	04/08/1990.
Driving License:	Valid UAE driving license.
Address:	Flat 302, Murjanet Al Khaleej Bldg, Al Muraqabbat, Dubai.
Home Address:	Azam road, Nizamabad, Telangana