

# UROOJ AHMED

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## PROFESSIONAL SUMMARY

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- 10+ years of corporate experience in System Administration and Network Support.
- Experience in Computer Operations, Hardware and Software design, User Access Management and Configuration.
- Ability to work effectively while working as a team member as well as individually.
- Excellent interpersonal and communication skills, documentation skills and desire to work in dynamic and challenging environments.
- Good trouble shooting/debugging skills.
- Exceptional ability to learn and master new technologies and to deliver outputs before deadlines.
- Actively worked to become familiar and compare the latest network approved products from various suppliers.
- Worked closely with client managers to determine future network needs and plan for network changes and growth.

## CERTIFICATIONS

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- ITIL® Foundation Certificate in IT Service Management (EXIN)  
Registration Number: 5237693
- Microsoft® Certified Professional, Microsoft  
Certification Number: F072-5295
- Microsoft® Certified Solutions Associate, Microsoft (Office 365)  
Certification Number: F077-3318

## EDUCATION

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2003-2007	Bachelor of Technology in Computer Science Engineering, Shadan College of Engineering & Technology , Jawaharlal Nehru Technological University, Hyderabad
2001-2003	Class XII, Narayana Junior College, Hyderabad, Board of Intermediate Education, Andhra Pradesh
2000-2001	Class X (SSC), Shadan High School, Hyderabad, Andhra Pradesh

## PROFESSIONAL EXPERIENCE

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Shoosh World  
Feb 2023 - Present  
System Administrator

- Setup system for POS, Website, CCTV and cPanel management.
- Setup email accounts and phone management for users.
- Training on POS and WordPress for the users.

Scope Investment  
Nov 2021 - Feb 2023  
IT Engineer

Responsible to Implement Manage Engine Service Desk across the Organization using ITIL best practices, with main objective for the business becomes better prepared to manage customer expectations.

- Understand & Communicate the Value of ITIL
- Streamline Incident Management
- Track All Incidents and Requests
- Provide Self-Service Options to Users
- Identify Risks and Take Proactive Measures
- Automate Processes Using IT Help Desk System
- Review and Report on Key Performance Indicators

Autocad Construction  
August 2019 – Sept 2021  
I.T Manager

- Gather and collate network requirements by working with clients and colleagues.
- Designing and implementing security policies through the whole network for Construction Site & Back office.
- Provide full technical support in:
  - Server Management
  - Autocad Drawings
  - Sage Peachtree
  - Intuit Quick books Accounting
  - Network Management and Remote Access Management.
- Manage Vehicle Tracking, CCTV, Website, Social Media platforms.

Emarex Investment Group

July 2015 - August 2019

I.T Manager

- Managing and maintaining IT & Telecom Services.
- Maintain the backup system & ensure a copy is stored offsite.
- Work with OS and application teams to ensure client service success.
- To brief line manager on activities, progress and problems in the operation and development requirements to accommodate developments and expansions.
- Evaluate current network structure and propose changes.
- Supervise the control stock of hardware and IT equipment maintained by the company, review asset register & recommend changes periodically.

Nasser Rashid Lootah Sons & Associates Group

January 2012 - June 2015

System Administrator, IT Application Support

- Perform IT technical service delivery role including support of desktops, servers, and networks.
- Analyze installation and problem management of performance data to increase quality and reduce variation and rework.
- Collaborate with service providers, technical design teams, peer organizations, and customer focal organizations to satisfy IT requirements.
- Assist in sizing effort for the network part of projects.
- Assist in pricing for the network part of projects.
- Install secure and scalable network devices.
- Work with OS and application teams to ensure client service success.

Mahindra Satyam

Technical Support Associate

December 2010 - December 2011

- Provide ISP support for the internet connections by configuring client's equipment to connect to the Internet via modem/DSL Router (DSL customers only)
- Verify the connections of the client's equipment by running test to generate a code & resolving the issues according to it.

Wipro Ltd

February 2010 - October 2010

Technology Support Associate

- Provide client support and technical issue resolution via E-Mail, phone and other electronic mediums.
- Configuration of client's equipment to connect to the Internet via modem/DSL Router (Dialup/DSL customers only).