



# SYED RAZVI

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## PROFESSIONAL SUMMARY

Goal-oriented and collaborative IT professional with more than Six years' experience applying hardware and software design, installation, administration, and configuration to support growing businesses. Seeking a challenging and rewarding System Administrator position where my experience, training, and unique abilities, coupled with my strong sense of motivation, would be of mutual benefit

## EXPERIENCE

### 01/2019 to 05\2021 IT Coordinator DXB Entertainment PJSE Jebel Ali

- Performs administration activities such as setting user accounts, roles, access, and privileges.
- Performs custom application changes in development, validation or equivalent testing environment, and production environments.
- Performs day-to-day maintenance and installation of server, network equipment, virtual machines, messaging, backups and storage.
- Provide detailed project status reporting as directed by management.
- Supporting users in the use of computer equipment by providing necessary training and advice.
- Taking care of backup, off-site tape storage, inventory-asset management.
- Work on moderately complex assignments, using judgment to resolve problems and make routine recommendations.
- Efficiently performed troubleshooting through diagnostic techniques and pertinent questions.
- Provided timely and effective solutions based on information provided by customers.
- Maintained excellent team relationships by helping colleagues with complex customer issues, complaints, computer malfunctions and questions.
- Institute protocols for the use of IT across departments and projects.
- Delivering IT support services to all business operations such as Park Operation, Retail, F&B business and end users.
- Link end users and higher-level support.
- Trouble shoot systems, network problems and diagnosing and solving hardware or software faults.
- Ensure all incidents and requests are recorded in Service Desk and auctioned upon quickly.
- Manage daily support issues on site and escalating to proper channels as and when necessary.
- Deploy & maintain IT equipment and software on site across the park.
- Install and configure software and hardware (printers, network cards etc.).
- Oversee, track and measure system and network performance.
- Perform troubleshooting, repairs and data restoration.
- Design, plan and execute training on the use of systems and networks.

- Collaborate with other professionals to maintain park standards and functionality.
- Support the park in various operation roles during busy days.
- Other duties as may be reasonably requested by the management team.
- Implemented new team on boarding program, reducing training time from 4 weeks to 2.

#### **04/2015 to 12/2018 Desktop Support Specialist**

##### **Bojhamoor trading & Contracting co Wll, Doha, Qatar.**

- Develop and maintain detailed maintenance and contingency plans and documentation for server infrastructure Develop strategy and create metrics to measure effectiveness of strategy.
- Ensures compliance with up time and performance standards and develops system and product bench marking and monitoring.
- Installing, configuring and deploying new PCs & Servers.
- Investigating, resolving and closing user reported PC problems and application issues through our ticketing system Monitor server event logs, performance logs, growth of data on the network, and checking the status of nightly server backups.
- Participate in on-call rotation to provide 24 X 7 production support.
- Perform operating system software updates, upgrades and patches.

#### **06/2014 to 03/2015 IT System Administrator**

##### **Karur Vysya Bank – India**

- Ensure that Service Desk and directories are kept up to date with new site set-ups and closures.
- Highly developed verbal and written communications.
- Installs, configures, and troubleshoots desktop systems, workstations, servers, and network issues in a heterogeneous environment.
- Knowledge of AV and Video Conferencing hardware and software.
- We currently use Life size and Chromebox as our video conferencing solutions.
- Mailing List management - Take ownership of this and improve the process.
- May participate in the development of information technology and infrastructure projects.
- Perform regular file archival and purge as necessary.
- Create, change, and delete user accounts per request.
- Providing support including talking staff through a series of actions, either face to face or over the telephone, including procedural documentation.
- Supports server, network, and desktop-based software and applications.
- The confidence to think on your feet and solve for a problem quickly and to tight deadlines.
- Provides day-to-day technical support to employee's desktop systems software & hardware.

### **CORE QUALIFICATIONS**

- |                                     |                                   |
|-------------------------------------|-----------------------------------|
| • Manage and Troubleshoot, Hardware | • Antivirus, Hubs, Cameras, VPN   |
| • Network of Small to Medium Scale  | • AP, IDE, Policies, WAN          |
| • Organizations.                    | • Audio, Internet Explorer, POP3, |
| • Sound Knowledge of Operating      | • Workshops                       |
| • Systems WINDOWS - 10\             | • Backup, Java, Protocols         |
| • 8\7\XP\2016\2012\2008 \ 2003      | • C, LAN, Express                 |
| • Server                            | • Cable, Linux, RIP               |
| • SCCM                              | • Cabling, Mac, Routers           |
|                                     | • CAT 5, Mac OS, Scanning         |
|                                     | • Com, Managing, Scanners         |

- VMware
- Mac, Ubuntu, Linux, Smooth wall
- Express Server & Dell Firewall.
- Hardware: switches, Wi-Fi AP's,
- Miscellaneous PC hardware, IDE hard
- Drives, SCSI devices,
- Direct Attached Storage.
- Software: Active Directory, MS-Office
- 365,
- Networks/Protocols: Ethernet 802.3,
- TCP/IP, DHCP, DNS, WINS, ARP,
- FTP, Telnet, DSL/ Hubs,
- LAN Cabling Crimping and Punching,
- Rack Installation, SMTP, POP3, NAT,
- VPN, VLAN, RIP, Ethernet 802.11,
- LAN/WAN
- Good Analysis and Reports making
- Skills.
- Good Knowledge of Backup.
- Training and Team Managing.
- WORK EXPERIENCE
- Presently IT System Administrator
- Active Directory, FTP, Operating Systems, Unix
- Premier, Hard drives, Oracle, Urdu
- Anti-Virus, PC hardware, Video
- Hardware, MBA, SCSI devices
- Clients, Access, Servers
- Client, Microsoft Certified
- Professional, SMTP
- Direct Attached Storage, MCP, Sound
- Dell, MS-Office, Switches
- DHCP, MS Office, System Administrator
- DNS, Office, TCP/IP
- DSL, MS Outlook, Technical Support
- Email, WINDOWS, Technical Documentation
- English, Network printers, Phone
- ERP, Networks, Telnet
- Ethernet, Networking, Troubleshoot
- Firewall, Network, Troubleshooting
- FoxPro, OS, Typing
- IT proficient
- Website analytics
- Security troubleshooting
- Developed diverse curricula to educate students with varying levels of prior knowledge and experience.

## EDUCATION

2014	<b>Diploma PGDCA</b> India
2015	<b>CCNA</b> Cisco certified
2014	<b>Awarded Computer Application:</b> Computer and Information Sciences and Support Services <b>Andhra Pradesh Electronics Development Corporation Limited</b> – Hyderabad India
2013	<b>Typing Certificate English</b> <b>Unity Institute Computer Technology, State Board of Technical</b> – India
2011	<b>B.com:</b> Computer Applications

## ACCOMPLISHMENTS

- Maintaining Human Relations.
- Endeavors to know the complete process in order to effectively synchronize work with other teams and/or departments.

## PERSONAL INFORMATION

- SUMMARY
- Profile: Male, 33, Married
- Nationality: India
- Current Location: Dubai UAE, Date of Birth: 5th August 1987, Passport Number: M3297681.

## **REFERENCES**

REFERENCES: Furnished upon request

## **LANGUAGES**

English, Urdu, Hindi & Telugu

## **ADDITIONAL INFORMATION**

- DECLARATION: All the professional information provided in this document is authentic & well supported by documentation. Personal information is all honest & best of my knowledge. Date: Place: