Shadab Kazmi
IT Engineer

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Nationality: India

OBJECTIVE

Experience in IT Helpdesk / User Support / Desktop Support/ Network Support Engineer (LAN, WAN). i am CCNA(R&S), Microsoft office 365 Enterprise Expert, ITIL V4 Certified, Microsoft Azure Fundamental Certified, Practical Knowledge in CCNP(R&S), ITSM Tools, Remote Desktop, Image migration, Hardware / Software/ Networking Issues, Windows & Linux Operating System, Troubleshooting of All kind of issues, etc.

EXPERIENCE

kuwait
August 2020 - Present

Service Desk Analyst
DIYAR UNITED COMPANY ,CLIENT – NORTH OIL COMPANY (QATAR)

Handling More then 15 - Standard operating procedure (SOP) Admin & Access Control.

ON-BOADING - Create User Mailbox Account, Create User Skype Business Account, Create User Public Folder, Add Security Groups, Reset the Password.
OFF-BOARDING - Disabled User Account, security groups Member of Remove, Disable User Mailbox Account, Remove User Skype Business Account, Archive User Personal & Public Folder, Request to Remove the Access (Network & Applications).
Creating New Admin User Account - User Admin Accounts - AD- Admin.
Creating New Service Account - Active Directory Users and Computers, Create the Service Account.
Providing NOC ShareFile Access Provide Access Security Group Share File-Users and then SG AD- Admin.
Providing Shared Folder Access - Folder Access request, Add User departments, Owner of the folder for approval, Read Access & Read Write.
Creating New Shared Mailbox Shared mailbox group -Office 365 Admin.
Providing & Removing Shared Mailbox Access Add & remove Access - office 365 Admin.
Creating New Distribution Group - Office 365 Admin.
Providing & Removing Distribution Group Access - Membership add or remove user access to the Distribution Group - Office 365 Admin.
Providing Guest Wireless Access.
Citrix Desktop Application.
NOC Citrix Remote Access, NOC Citrix VPN Access. & Helpdesk- Service Now

kuwait
November 2019 - August 2020

IT Field Support Engineer
DIYAR UNITED COMPANY(CLIENT- KUWAIT OIL COMPANY)

Installed, configured and maintained data migration of workstations and software.
Assisted the client in solving computer related issues and orientation of new equipment as deployed.
Support a large enterprise desktop deployment with the older computers while imaging approx. 100 +workstations from Windows Vista to Window 10.

Imaged and configured PC's on new installs and peripherals ensuring positive customer feedback.

Maintain inventory taking inventory of the computers in all facets of the deployment life cycle to include receiving, imaging, deployment, and disposal.

Performed break-fix tasks for both hardware and software issues.

Set up and restored new machine, configured Outlook and Printer Configuration

Performed training of over 1000 remote support employees and 3rd party contractors Utilized a CRM daily to track and work desktop support tickets such as hardware repairs, installing software, maintained user permissions, and answered users questions.

Made sure the computer is properly connected to the Domain

Educated end-users on how to use applications.

Learned new skills and applications as necessary.

Implemented various PowerShell scripts to improve efficiency.

Completed 60% more tickets than the average tech.

Troubleshot client issues and escalated tickets if needed or placed a service call if the matter was identified as a hardware concern; followed-up with clients to ensure satisfaction with action taken.

Managed documented work logs on average of 35-40 a day, followed up for resolution of solution offered at point of incoming call. Escalate call to the Technology team if 1st level solution did not resolve issue.

Performed remote installations, upgrades, and repairs using phone, online chat, and remote desktop software

Performed network setup and troubleshooting. Cased all client connects in Breeze, an internal client management system

Handling Incident management system, change management system and Problem Management ticketing system.

Ensuring that the goals of the Incident Management process are achieved; restoring normal service as soon as possible based on customer perspective and within defined SLA.

New Delhi ,India
December 2017 - May 2019

Network Administrator
IRY SOLUTIONS PVT.LTD CLIENT – DFCCIL (Ministry of Railways)

Monitoring and Management of Railtel and Reliance MPLS and ILL Lines at DFCCIL Delhi and DFCCILs offices across India.

Actively worked on Data Center patching activity and suggested improvement plans for cluster patching and those are in under review by client.

Implementation, Monitoring, &Troubleshooting of Highly Available Local Area and MPLS, IPsec VPN based Wide Area Network Infrastructure.

Corrected networking connectivity issues in wireless, routing, and switching using a layered model approach.

Carried out network performance monitoring and planning and troubleshooting and end-user support.

Write and maintain network security policies and monitor compliance.

Maintained all network documentation for hardware configuration and licensing.

Maintain 24 hours operations, and ensure 99.9% uptime for the servers.

Troubleshooting of complex LAN/WAN infrastructure, including routing protocols EIGRP, OSPF & BGP.

Cisco L2/L3 Switching and Routing especially OSPF, BGP and policy based routing and VLAN management.

Managing and Administrating all users domain and accounts.

Work on Checkpoint firewall to manage the DC traffic.

Implementing and managing the security policies as per the client requirement.

Work with team and team leaders to prepare weekly and monthly reports.
Troubleshoot networking, routing and interconnectivity problems including troubleshooting of network device hardware failures.
Maintain an inventory of computers, servers, terminals, modems and other access devices that are attached to the Network.

Hyderabad , india
May 2017 - November 2017

Desktop Support Engineer
RBL BANK (CLIENT OF WIPRO)

Gurgaon , Inida
July 2016 - April 2017

IT Support Engineer
Inter touch Quadriga (Client - IBIS Hotel)

Gurgaon , india
October 2015 - June 2016

System Engineer
OLX INDIA PVT. LTD

India
July 2015 - October 2015

Associate Trainee
NIIT Management

Noida , India
January 2014 - December 2014

Network Trainee
JSS TECHNOLIGIES

EDUCATION

Greater Noida , India
June 2010 - July 2014

Bachelor Degree
Uttar Pradesh Technical University

(Computer Science Engineering) IILM (UPTU) 1st Division 2014.

Patna , india
June 2007 - July 2009

Intermediate (12th)
Ishan International Public School

CBSE 2009 (65%).

Patna , india
June 2006 - April 2007

High School (10th)
St. Dominic Savio's High school

TECHNICAL SKILLS

- Visit Sites that are under Supported end-users in problems with using desktop applications and common network-related problem Managing Help Desk Application Based on (BMC Remedy) Placing Incident assign to consign person group, As per COP Managing Service Now Application Based on (ITSM)-IT Service Management [Incident, Problem, Change, Request] has Multiple Processes and Entities, & (CSM) – Customer Service Management, (Case Record) Cases are Used for [Enquiries, Information, Assistance, Support, Updates] CSM – Externally Focused, ITSM - internally Focused Managing Remote Support, (SCCM) System Center 2012 Configuration Manager and Windows Remote Assistance & Remote Desktop Connection.
- Maintained support for existing hardware. Performed operating system installation configuration, and verification. Install all new hardware, systems, and software for networks. Install Router, Switch with configure, and maintain network services, equipment and devices. Plans and supports network and computing infrastructure. Performed Desktop

LANGUAGES

English
Intermediate

Hindi
Intermediate

Urdu
Advanced

application installation and configuration; Installation, configuration and
troubleshooting

- Configuring LAN, WAN, Wireless Network.
- TCP/IP, DNS, DHCP.
- Teamwork
- Problem-Solving
- Customer service
- Leadership
- Public speaking
- Handling conflict
- Mentoring
- Manage and troubleshoot network environments based on the Windows
  server 2008 & 2012, 2016 operating system

CERTIFICATIONS & COURSES

Cisco Certified Network Associate (CCNA R&S). Cisco ID- CSCO12929371.

ITIL V4 Certified from AXELOS. Certificate number GR671044317SK

Knowledge of Cisco Certified Network Professional (CCNP R&S).

Microsoft Office 365 Enterprises Associate & Expert Certified (H414-3285, H414-3344)

Certified CompTIA A+ Exam Core 1, Core 2 (COMP001021796755)