

CURRICULUM VITAE



RAZIK AHAMMAD

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Objective

Accomplishment has driven IT Professional with over 13 years of solid experience and expertise in Operations, management, Supervision, Technical Solutions, Research and Development, Workforce Management, Quality management, amidst fast-paced working environments. Seeking a challenging Senior IT position.

Profile Summary

I am an experienced IT Professional with significant experience in leveraging technology for business growth. At various points in my career, I have been in end-user, consulting, and vendor organizations.

I am a proactive, hands-on individual who enjoys leading from the front. I possess excellent technical skills and the ability to provide effective technical solutions to the business. I have led teams and like to engage, inspire, and communicate effectively to the team and establish a clear vision and direction.

I have a track record of delivering effective solutions and technical support to the business throughout my career.

Work History

IT Technical Support Engineer at Future Infotech (Client for Al Futtaim Group) - Dubai, UAE.

November 2019 Onwards

- Providing Support for Laptops, Desktops, and Servers.
- Providing IT support and technical solutions to various clients.
- Responsible for client site implementation projects of software and hardware.
- Research & Development in client device technologies.
- Satisfying Clients Requirements by Quality Service & Maintaining SLA (Service Level Agreement).

IT Manager at Computer Galaxy, Udupi., India.

March 2010 – October 2019 (9 Year)

- Customer Support and Service Engineer for Computer Networking & Hardware.
- Lead the team in the successful execution of projects.
- Testing & implementation of new Software and Hardware.
- IT service management and procurement.

IT Helpdesk Engineer at DOT I network Pvt Ltd., Udupi, India.

June 2008 – January 2010 (20 months)

Customer Support Engineer at Leeds Computers., Mangalore, India.

May 2006 – April 2008 (2 Year)

Job Profile

- Planning and Deploying Various IT-Based Projects as required by the business.
- Desktop troubleshooting, imaging, Hardening of OS-(WIN7,8.1& WIN10), Group policy settings.
- Point of Sales Hardware and applications (ERP, MS NAV Dynamics, Loyalty Programs and HHT Applications and devices) support. Configuration and Troubleshooting.
- Excellent Skills in Hardware, Software, Systems, and Network Administration.
- Office packages 2016, 2019, and 365 Installation and Configuration.
- Network-based installations of Multi-function printers (HP, Toshiba, Zebra, and TVS)
- Deployed & Configured Windows Server (2008 to 2019)- AD, DNS, WINS, DHCP, VPN /Demand dials settings and configurations-ADSL Router settings, Wi-Fi settings
- Configuration of Local Area network & VPN.
- Wireless Network & Remote Desktop Connectivity & Wireless Internet Setup.
- Installing IP Cameras & complete cabling including Data & Voice point.
- Onsite Technical Support to the customer like Troubleshooting, Network problems, and Network Printers, etc.
- Planning and Deploying Various IT-Based Projects as required by the business infrastructure.
- Image creation and testing for the new devices to be launched in infrastructure.
- Manage bulk imaging using KVM switches and Clonezilla console.
- Windows Mobile devices experiences (Motorola, Intermec, and Zebra)
- SCCM for patch management and software upgrades.
- Excellent Skills in Hardware, Software, Systems, and Network Administration.
- Maintaining daily reports of the service.

Education and Technical Qualification

- Bachelor of Business Administration. From Alpha Institute Management Technology Science, Bangalore. India.
- Networking MCSA, CCNA, 2003 Server & Red Hat Linux Course from Goal Technologies, Mangalore.
- Hardware & Networking Course from APTECH Computer Education Institute, Mangalore.

Skills

- IT Operations
- IT Service Management
- Team Management
- Business Relationship
- Retail technical Solutions
- Imaging Solutions
- Platforms/Protocols: Microsoft, Unix, MAC, Android, and IOS
- POS Systems
- Mobile Computers
- All Microsoft Servers from Win 2008 to 2019

Personal Profile

- Nationality:- Indian
- Marital Status:- Married
- D.O.B:- 26th May 1990
- Language Knowledge:- English, Hindi, Tulu, Urdu & Kannada.
- Hobbies:- Traveling & listening to music.
- Visa Status:- UAE Residence.
- Driving License:- Holder of Dubai Driving License.