Jahanzeb Aqil Ansari

ITIL & Microsoft Certified IT Professional with 9+ Years Experience

Qualifications

ITIL® Foundation Certificate in IT Service Management
MCTS (Microsoft Certified Technology Specialist)
MCPS (Microsoft Certified Professional
MS (Microsoft Specialist)
B.COM (Bachelor of Commerce) from University of Karachi

Work Experience 9+ Years

From February 2011 to present
Position   : **System Administrator**
Company   : Gulf Dunes Landscaping & Agricultural Services

From January 2009 till 2011
Position   : **IT Administrator**
Company   : Universal Computers

_____   **Highlights of IT Skills**   _____

- LAN/WAN/ Administration
- Project Management
- Workflow Planning
- Productivity Improvement

- Technical Support
- Systems Installation, Configuration & Upgrading
- Security Solutions

- Troubleshooting
- Windows
- Training & Mentoring
- Printers/Plotters

Expertise

- **Accomplished systems administrator** with **9+** years of experience managing server infrastructures and providing support . Effectively plan, install, configure and optimize the IT infrastructure to consistently achieve high availability and performance.
- **Proven ability to create and deliver solutions tied to business growth,** organizational development and systems/network optimization. Skilled problem identifier and troubleshooter comfortable managing systems, projects and teams in a range of IT environments.

- Managed and administered Windows systems – Performed periodic maintenance, provided technical support and executed systems engineering.
- Maintained MS Exchange Server – Performed troubleshooting and provided resolutions for server problems.
- Implemented proper recovery procedures for disasters and administered user-accounts' mailbox.
- Maintained the timely back-up of important data and management resources.
- Assisted in the timely recovery of data lost due to software crash or hardware failure.
- Conducted periodic performance tests on existing servers.
- Managed and advised the deployment of new system designs.

Duties and Responsibilities

- Supervise user account on ERP system for inventory transaction and reporting.
- Develop inventory management strategy to control cost within budget limits and generates savings.
- Ensure integrity and accuracy of the stock management system.
- Ensure incoming product is receipted and managed appropriately according to company procedure
- Minimise overstocks, discard obsolete IT inventory to maximize availability of working equipment.
- Perform routinely stock checks to and to ensure all equipment is allocated to jobs correctly.
- Close year-end inventory and provide inventory management and performance report.
- Stay up to date with IT market about the newly launched technologies, products and its pricing.
- Keep a record of allotted IT assets to employees, sites and projects.
- Manage and update assets list of all the IT equipment used within the company.
- Troubleshoot issues and problems related to IT on every company site and Head office.
- Visit user location for assistance, installation, and implementation to provide support on issues.
- Install/uninstall and troubleshoot various software including Microsoft Windows, Oracle , ERP, AutoCAD and Call Manager etc
- Network and share printers, plotters and servers with departments and its end users.
- Perform periodic backup of critical data to prevent data loss from any possible disaster.
- Setup and maintain routers, switches, server, domain server, network access storage and all other kinds of networks related task.

COMPUTER KNOWLEDGE

- Expert in Installation, troubleshooting and configuration of computers and laptops.
- Excellent knowledge of Windows (95, 98, 2000, NT, XP, Vista, 7), Ms Office (MS Word, MS Power Point, MS Excel, MS Access), DOS. Out Look, Email and Internet applications, Internet Explorer.
- 70wpm typing speed with intermediate knowledge of using internet applications
- Excellent knowledge of accounting application, generating invoices, LPO and work order

request.

- Excellent knowledge of IT related equipments.

- Troubleshooting network, hardware, software and internet networks.

Personal Information

Name   : Jahanzeb Aqil Ansari
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REFERENCE

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