

Aazim Ahmed
IT Professional
Contact # **+971-56-4364818**
Email: **ahmedaazim@yahoo.com**



CAREER PROFILE

IT professional with 4+ years of experience in reputed organization, system administration and help desk including Installation of Routers, Security Devices (Including CCTV), Database management. Looking for an opportunity where I can utilize my capabilities to gain the company's strategic objectives.

EDUCATION & PROFESSIONAL CERTIFICATIONS

BS (Software Engineering) 2017
Iqra National University, Peshawar

Professional Certifications

- RHCSA (Red Hat)
- ITIL
- DIGITAL MARKETING
- SCRUM FUNDAMENTALS
- SIX SIGMA YELLOW BELT
- AUTOCAD
- CENTOS
- MICROSOFT SERVER 2K16
- RHCE (EX300)

TECHNICAL SKILLS

Platforms	HTML, SQL, C#,
Operating Systems	Windows 10, Windows XP, Windows Vista, Red Hat, Centos
Applications	Microsoft Visual Studio 2008, Microsoft Office, Android studio, Eclipse, XAMPP, Dev, C++
Databases	SQL Server and Microsoft Access.

Experience:

IT Desktop Support Engineer at TruSpeq Consulting Pvt LLC, for the client Adnoc Sour Gas From (JULY 21,2019 – Till now)

ADNOC Sour Gas

Reporting to the Team Leader IT Client Support, and supervised by Senior Client Support Engineer, supporting all end user end-user information technology requests, including software, hardware, network, and systems support requests.

- Tracking problems using Microsoft System Center Configuration Manager 2012.
- Working with Microsoft Service Manager Console 2012 for tracking incidents, remote, and resolving issues.
- Installation of operating systems, software installation, Printer installation,
- Trouble shooting, backup, solving internet & LAN problems etc. solving all types of technical problems related to hardware & Networking.
- Install and configure Network printers, Managing files and implementation of data
- Assisting in evaluating vendor proposals and preparing technical recommendation on PCs and peripherals
- Providing first level support on Business Applications SAP ERP
- Ensure the Company HSE Policy provisions are observed in the job functions.
- Migrated windows 7 computers to Windows 10
- Troubleshooting of issues related to all applications used in the company like GEO, Petrel, PHD, Schlumberger apps, Uniformance studio, Smartplant foundation, etc.
- Installing, Configuring All types of printer & Scanners
- Installation and configuration OS and updates applications, patches, Antivirus etc.
- Providing work direction and guidance to General Services providing environmental requirements such as power specification, cooling, space requirements and security systems.
- Updating current infrastructure; deploying new equipment
- Provide investigation, diagnosis, resolution and recovery for hardware/software problems.

**Associated industries Limited, Nowshera, Pakistan
(FEB,2015 TILL JUNE,2019)**

Associated Industries Limited (AIL) is one of Pakistan's leading Ghee manufacturing units located at Nowshera, KPK. AIL was originally established in 1960 and acquired by IMGIC in 1992 through privatization process. The annual operational capacity of the plant is 75,000 MT Edible Oil and 6000 MT of Soap and Detergents.

SYSTEM ADMINISTRATOR:

- Installation of new networks, configuration, troubleshooting of WLAN, ADSL technologies
- Supporting the IT-Help desk team to provide technical Support to 150 Users Covering existing employees, Subcontractors/ Contractors on SITE offices.
- Managed and took timely back up of databases.
- Update the queries al around the company of site and on site.
- Installation and configuration of FTP, HTTP, DNS, RAID, DHCP, File & Print, Symantec Antivirus.
- Responsible for maximizing the network performance by monitoring performance; troubleshooting network problems and outages; scheduling upgrades; collaborating with Senior Network Engineers and Architects on network optimization.
- Responsible for Company Hardware purchasing including Computers, Cameras, Routers, printers amongst others, through tendering process as well as individual contracts.
- Installation and administration of Red Hat, Centos for trainees.
- Installation, administration, Troubleshooting and Ensuring Backup of MySQL.
- Installation of CCTV cameras.
- Created accounts and managed access control for business applications and IT systems based on company professional policies.
- Coordinated with information security department on user's service requests

REFERENCE

Will furnish upon request