**Chaudhary Muhammad Aun**

###  : 971. 501054435

 : **muhammadaunch1996@gmail.com**

**:**

 **Dubai**

# Professional Summary:

* About 3 years of experience in IT, includes hands-on and multi-tasking experience, adept at handling multiple system operations, including installation, upgrade, configuration, administration and maintenance of windows systems
* Consistently recognized for technical troubleshooting skills used to rapidly and cost-effectively resolve challenging technical issues.
* Serving as a single point of contact for effective relationship management with demonstrated success dealing resourcefully with customers, clients, vendors, peers and senior management
* Extensive exposure across the Middle East region working within a multicultural and multi-lingual environment located across geographies
* Quickly learn and master new technology, equally successful in both team and self-directed settings and proficient in a range of computer systems, languages, tools and testing methodologies.
* I am currently looking for a new challenge where in my skills and expertise progress further with my portfolio of successes

# Technical Skills:

* + Active Directory, Group Policies in Domain Environment and System Based Policies Configuration and Management.
	+ Domain Name Server (DNS), Dynamic Host Configuration Protocol (DHCP) configuration and management.
	+ Administrating Microsoft Windows Exchange Server for more than 300 mailboxes including Service accounts.
* Install and configure hardware, software, systems, networks, printers and scanners.
* Plan and execute maintenance upgrades.
* Set up accounts for staff.
* Respond to breakdowns and other technology issues.
* Investigate, diagnose, and solve computer software and hardware problems.
	+ Working with Proxy Servers, Web Servers, File Servers and Print Servers.
	+ Managing Email Accounts.
	+ Internet Information Services IIS Installation and Configuration

# Educational Background:

**Arid Agriculture University Rawalpindi Bachelor of Science: Information Technology**

# Certifications:

* + **Cisco Network Associate** (**CCNA**) Certificate from Zabeel Institute Dubai.

# Practical Exposure:

* + Successfully Completed Internship Program at **MTBC – ISB, PAK**
	+ Successfully Completed Internship Program at **Al Dhaheri Capital Investment LLC – DUBAI, UAE**

# Experience:

* Worked as I.T Administrator with Al Dhaheri Capital Investment LLC – DUBAI, UAE from 18th December 2020 to FEB 2021
* Worked as I.T Support with Rapid Solution LLC -- Sharjah from Feb to April 2021
* Working as I.T Support Desk in White Paper IT services from April Feb 2021 till now

## Role : I.T Administrator

* Active Directory, Group Policies in Domain Environment and System Based Policies Configuration and Management.
* Administrating Microsoft office 365 and managing 250 mailboxes including Service accounts.
* Creating Active directory users, assigning Mailboxes and security rights
* Internet Information Services IIS Installation and Configuration.
* Administrating Patch management for all the windows Workstation WSUS
* Implementing Remote desktops tools (Team Viewer, Dame Ware & VNC)
* Installation and configuration of windows XP, windows 7, windows 8, windows 10 desktop and laptops.
* Installation and maintenance of network printers.
* Purchase Hardware and Software from different vendors.
* Day to day user access support & Installation of Firewall router.
* Asset and Vendor Management (Escalation Process with HP/DELL).
* First Level Troubleshooting in Networking
* Providing shares for the project teams and upon their requirements
* Complete support for Desktops, Laptops including Installation, Configuration & maintenance with all MS Windows platforms and providing Hardware and Software support for more than 300+ users.

## Hardware & Network Engineer

* Maintained the Windows environment. Windows 2003, Windows XP. Windows 2000 professional.
* Adding and configuring new workstations.
* Setting up user accounts.
* Installed and configured workstations for windows-based LAN.
* Performing procedures to prevent the spread of viruses.
* Allocating mass storage space.
* Installation and maintenance of HP printer.
* Applying operating system updates, patches, and configuration changes.
* Purchase Hardware and Software from different vendors.
* Troubleshooting any reported problems.
* Installing the various kinds of Windows Operating System.
* Providing the File Server Access and Print Server Access to End Users.
* First Level Troubleshooting in Networking.
* Providing shares for the project teams and upon their requirements.
* Updating the case for all the Diagnostics done remotely, to meet up the SLA.

# Personal Details:

* Gender : Male
* Father Name : Chaudhary Muhammad Ashraf
* Date of Birth : 14th December1996
* Marital Status : Single
* Nationality : Pakistani
* Passport number : VE1828631
* Driving Licence : Holding valid Pakistan Licence
* Visa Status : Emirates ID
* Availability : Immediate
* Languages Known : English, Urdu & Arabic

I hereby declare that the above stated information is true to the best of my knowledge and faith.

Chaudhary Muhammad Aun