



Muqthar Ahamed

Bur Dubai Al Ghubaiba
UAE

E-mail: muqthar9@gmail.com

Website: www.linkedin.com/in/muqthar9

Phone: +971544260944

PROFESSIONAL SUMMARY

To have an enlightening and innovative carrier in IT Industry and to work in the state of the art technology to strive hard for the company's growth along with self

WORK EXPERIENCE

Smartechz.net INDIA

Sep 2018 — Jun 2023

IT Administrator

JOB DESCRIPTION

- Monitoring and maintaining networks and servers.
- Upgrading, installing and configuring new hardware and software to meet company objectives.
- Implementing security protocols and procedures to prevent potential threats.
- Creating user accounts and performing access control.
- Performing diagnostic tests and debugging procedures to optimize computer systems.
- Documenting processes, as well as backing up and archiving data.
- Developing data retrieval and recovery procedures.
- Designing and implementing efficient end-user feedback and error reporting systems.
- Supervising and mentoring IT department employees, as well as providing IT support.
- Keeping up to date with advancements and best practices in IT administration.

Flying Colour Business Setup
Services UAE

July 2017 — Jun 2018

IT TECHNICAL SUPPORT

JOB DESCRIPTION

- Support, maintain and deploy team-supported infrastructure and documentation.
- Windows platforms that are hosted on HP and Cisco servers and support virtualization technologies using HyperV.
- Test, maintain and monitor computer programs and systems, including coordinating the installation of computer programs and systems.
- Use object-oriented programming languages, as well as client/server applications development processes and multimedia and Internet technology. • Perform daily enterprise health and configuration audits.
- Provide staff and users with assistance solving computer related problems, such as malfunctions and program problems.
- Identifies system integrity issues and solutions for the full spectrum life cycle from concept to disposal.

IT TECHNICAL SUPPORT

JOB DESCRIPTION

- Responsible for providing IT assistance to include application support, hardware and software installation and troubleshooting
- Configured and troubleshoot for N Computing
- Networking and cabling
- Experienced in Workstations
- Manage & maintains the service desk server
- Daily basis, checking the lease line status through routers
- Monitoring the Data Center NAS, Router, Firewall, Core switches, IP Router, Server
- Experience in Installing Software and Operating Systems
- Microsoft Outlook configuration and backup PST & archive folder
- Provide Desktop & Laptop Full Support
- Configuring all Network Printer and Creating the account in printer and assigning the security permission
- Configuring the ADSL Router, Broadband Router, Access Point, Range Extender
- Creating the user account in Domain Controller and resetting the password
- Visiting the Client site on client request for resolving software and hardware issue
- Ensuring that all the desktops, Laptop updating Antivirus day to day and patched for windows operating system
- Provided Norton/Kaspersky Antivirus support for Virus Security
- Configuration and troubleshooting of CCTV Camera and DVR
- Monitoring of CCTV Camera's DVR status of video recording
- Installing and maintaining Active Directory Services
- Basic knowledge in VPN
- Installation & Configuration of Virtualization Software VMware
- Supporting user and troubleshooting & network device problem
- Installation and configuration of all Network printer
- Assemble the new computers and config.
- Troubleshoot problem with computer systems, hardware and Software, e-mail, Network and peripheral equipment problems; Make repairs and correction as needed
- Configuring the LAN / WAN settings, Outlook and External E-mail ids
- Supported and deployed network infrastructure in a multi-vendor environment. Platforms deployed and managed include Cisco, 3Com Routers, D-Link routers, US robotic routers, smart Switches and remote servers
- Server upgrading, group policy backup\restore, ou backup\restore, dhcp, ftp, iis, http
- DNS->pri, sec, stub, Radius Server, DFS/replication, Shado copys, FSMO roles, Trust relation ship->parent child trust, Share point server, WDS, WSUS, RAID

DS MAX Properties Pvt, Ltd

Nov 2012 — July 2013

IT TECHNICAL SUPPORT

JOB DESCRIPTION

- Monitoring company servers, firewall, WiFi, desktop, laptop, pbx, camera all IT related
- Taking backup from sql server daily basis
- Troubleshooting systems & diagnosing and solving hardware/software faults.
- Creating users in fireall and giving permissions
- Assembling new computers
- Installing and configuring computer hardware, operating systems and applications
- Attend calls for service, maintenance and troubleshooting of Desktops, Network Related
- Issues and software/application installations

Ideacts Innovation Pvt, Ltd
TECHNICAL SUPPORT REPRESENTATIVE

March 2011 — Nov 2012

Geniuz Technology and
Communication Pvt, Ltd
IT ASSISTANT

Oct 2008 — March 2011

EDUCATION

EDUCATION

- S.S.L.C from Falah English Medium High School,Karnataka,India
- P.U.C from Mangalore University,Karnataka,India.
- Diploma in IT Microsoft MCSE & CCNA

CERTIFICATION

IT Diploma in Hardware
Indian Institution of Hardware Technology(IIHT

July 2007 — Jan 2008

IT Diploma in Networking
Indian Institution of Hardware Technology(IIHT

Feb 2008 — April 2008

Microsoft Certified system Engineer
2003
Indian Institution of Hardware Technology(IIHT

May 2008 — August 2008

Microsoft Certified Solution Expert
20012
Information Technology Training Center (IITC

Nov 2016 — Jan 2017

PERSONAL PROFILE

Date of Birth Oct/09/1987
Sex: Male
Religion: Islam
Nationality: Indian
Passport no :X7780223
Visa statues : Visit visa
Marital Status: Married
Languages known: English, Hindi, Malayalam, Kannada

INTEREST

Cricket, Football, Swimming, listening novel