Nazar Thajudeen

Abu Dhabi, UAE

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Personal Details:

Indian • Male • Married

Profile Summary

Technical Troubleshooting
Service Desk Management
IT Infrastructure Management
Project Management
Budgeting & Forecasting
IT Security Measures
Procurement & Asset Management
Facility & Data Centre Management
Backup & Disaster Recovery
Process Improvements

Technically sophisticated global information technology professional offering over 10 years of extensive experience in multi-cultural & cross-functional environment in IT Infrastructure, Service Desk and Operations across IT industry.

Proficient in conducting effective operational analysis, developing/executing effective programme strategies, uncovering/meeting business re-engineering requirements and delivery of IT Services.

Excellent communicator, leverage technical acumen to communicate effectively with all respective teams as well as configure and install latest systems for IT operations optimisation and excellence.

Proven capability in user support/management, application creation, processes integration/migration, and IT infrastructure management.

PROFESSIONAL EXPERIENCE

Jumbo Group LLC   Dec/2018 -- Present

IT Support Engineer

- Install and configure computer hardware operating systems and applications
- Monitor and maintain computer systems and networks
- Talk staff or clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults
- Replace parts as required
- Provide support, including procedural documentation and relevant reports
- Follow diagrams and written instructions to repair a fault or set up a system
- Support the roll-out of new applications
- Set up new users' accounts and profiles and deal with password issues
- Respond within agreed time limits to call-outs
- Work continuously on a task until completion (or referral to third parties, if appropriate)
- Priorities and manage many open cases at one time
- Rapidly establish a good working relationship with customers and other professionals, such as software developers
- Test and evaluate new technology

- Conduct electrical safety checks on computer equipment

UNITED YOUSEF M NAGHI LG —— Riyadh, KSA   Dec /2013 – Oct/2017

IT Support Specialist

- Understanding customer requirements and business objectives.
- Maintaining Windows Server 2008 & Supporting as per client needs
- Maintaining & support Exchange Server 2013, create roles & manage
- Submitting and Maintaining Finger print (Virdi 4000) attendance of Employees for Monthly from server 2008.
- Submitting monthly report for IT related issues for client side as well as server side to Head Of department and solving the issues.   .
- Training staff to use the new IT system and monitor the success of solutions.
- Prepare documentation and produce reports on the efficacy of the technology.

MINA SHIPPING DMCC —— Jumeirah Lakes Towers, Dubai   2012-2013

System Administrator

- Designing Windows Server 2003 & 2008 infrastructure and services
- Configuring Exchange Server 2007, ISA Server 2006, Cluster Services,
- Configuring and troubleshooting DHCP
- Configuring, monitoring and troubleshooting IPSecFollow IT procedure for onboarding new joiners, internal transfers and leavers.

- Management of Data Centre, Environment Monitors, Biometric Security Access Controls, Alarms, CCTV, Audio/Video and ELV Systems.
- Co-ordinate with telecom operators to manage Telephone, ISDN, Managed Internet and mobile services.
- Deliver exceptional IT assistance to client's offices by analysing business needs, formulating action plans, and monitoring functioning of IT systems.
- Documented standard IT operating procedures; Mentoring and training the team members and users.
- Managed complete portfolio of projects including budgeting, planning, vendor selection and execution.

Industrial & Management Technology Methods, Kingdom of Saudi Arabia, Dammam   2011-2012

IT Administrator

- Operated as Desktop Support Engineer by performing assigned tasks accurately and supporting over 100 users.
- Troubleshoot network related hardware and software problems.
- Installed and configured IIS Web server on Windows 2003 & 2008 Servers Windows 2003/2008 Active Directory design
- Web site maintains from internet information services (IIS) Manager.

- Server Monitoring & trouble-shooting
- Management of LAN, WAN, VPN Connectivity Between Offices, Switches, Routers and Firewalls.
- Backup and Disaster Recovery by utilising Symantec backup exec, tape drive and NAS storage devices.
- Analysed and assured user's requirements and accurate functionality of systems to meet and exceed project goals. Identified and recovered complex technical hardware and software problems through execution of technical resolutions. Determined skills improvement areas and conducted performance metrics to enhance

work capabilities of system users. Researched and fixed new programmes, prepared process documents in compliance with ITIL standards, and updated latest technologies and developments.

TECHNICAL PROFICIENCIES

Microsoft Windows Server 2016, Windows 10, Windows 7, Cisco IOS, FortiOS, MS Active Directory, MS Exchange Server 2012, Symantec Backup Exec, Cisco Call Manager 12, MS Office 2016, Office 365, , Cisco AMP Endpoints, Sophos Endpoint Security, Symantec Gateway and Endpoint Protection, Fortinet, Microsoft Teams, Cisco WebEx, Cisco Jabber,Vidyo, Amx AV Controller,

EDUCATION & CERTIFICATIONS

CHHM COLLEGE FOR ADVANCED STUDIES , Kerala University, India
Bachelor in Computer Science (B.Sc.)

Diploma In Computer Application (DCA)

Certifications: | Cisco Certified Network Associate (CCNA) | Microsoft Certified System Engineer (MCSE) | Network

Languages: English | Hindi | Malayalam | | Tamil