



SHAH FAISAL

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CCNA : Ip add , TCP/IP v4 Router
/Vpn,Vlan & WAN

NETWORK-SYSTEM ADMINISTRATOR

I am a confident, ambitious, problem solving, self-motivated IT professional who sets goals and works hard to achieve them. I am seeking an opportunity that will allow me to advance through hard work in a career in IT that is challenging and rewarding.

Summary:

- Has 14 Years IT experience and has managed many large projects as well as IT departments and staff. □
Designed a network management platform to manage, Troubleshoot all Ethernets Integrate databases with software applications to improve application performance and efficiency.
- Database backup, high availability, and security. .
- Good communication skills, interpersonal skills, self-motivated, quick learner, Support on Desktop Level, System Admin, and Networking & Server Management.
- Strong exposure in Desktop Customer interaction, Resolving critical issues, Working on projects for multiple clients etc
- Experience in best practice troubleshooting,monitoring,capacity planning and maintenance on Windows & Desktop Administration
- Responsible for documenting, managing and reporting end users issues via ticket tracking system.
- Experienced maintenance supervisor managing customer trouble reports via ticket reporting system TRS
- I am team oriented and a fast learner. I work well under pressures of escalations and interfacing directly with customers in a fast paced environment. I have worked with multiple ticketing systems of large enterprise network
- Responsible for the daily setup/support and installation in a wired/wireless environment of end users request that come in over the phone, And also remote Desktop Support □

Technology Summary:

Software: Microsoft Windows Operating System, Microsoft outlook, Microsoft O365 support, Microsoft Dynamics Navision 2016 Back office & front office Application, ERP Application, Attendance machine, PDT software, Network IP Camera with daily backup, Barcode printer zebra, Shelf tag, Database backup.

Hardware: IBM SERVER, HP SERVER ml360 and 370 g5 & g6, Dell server T20, PET420, Network switches, (D-link,Netgear and Linksys),Assembling & branded PC, (Dell, HP/IBM/etc.),EA security sensor matic, POS/EPOS, Vertical or Hand Scanner, (Symbol & Datalogic), Attendance machine, UPS (Apc), IP Camera & DVR.

Networking Cabling: DOMAIN & Workgroup Networking, L2 & L3 Switches, Patch Panel Rack,LAN, WAN, VPN, Routers Firewalls(Gajshield & fortigate firewall), TCP/IP, POE Switches,vlan, Switches, VLAN.Wireless router configured.

Operating Systems: Microsoft Windows Server Edition 2016R2, Windows 10 & 11 And also MAC

Printers Maintenance all type of printers,Laserjet Printers,Network printers,all-in-one printers,deskjet and dot matrix printers,Barcode and shelf tag printers,etc.

IT Experience:

1) Avaso Tech Pvt Ltd. Kolkata, India (Present)

Role: IT support (Residence Engineer at WORLEY IT Group): System & Networking Support

Job Profile: System and networking as a Residence and field customer support on site, maintenance of hardware, Networking, servers, desktop, internet & email issues.

Mail: Microsoft outlook and 365, Cloud mail data, POP & IMAP configured.

Network: lan, wan, wireless worked and connectivity troubleshooting on client site.

2) Aryans IT Services. Kolkata, India May 2016 – Nov 2022

Role: IT support (Residence Engineer at KRISHIRASAYAN Group): System & Networking Support

Job Profile: System and networking as a Residence customer support on site, maintenance of hardware, Networking, firewall, servers, desktop, internet & email issues.

Firewall: Fortinet 100E firewall create a vpn, Dual internet setting, site to site connectivity, lan, wan, wireless & vpn setting.

Mail: Microsoft outlook and 365, Cloud mail data, POP & IMAP configured.

Network: lan, wan, wireless worked and connectivity troubleshooting on client site

Switches: L2 & L3 Switches configured, port configure and assigned port and IP

Wireless: Wireless router configure Lan and wan port.

Windows: Installation, Maintenance Servers 2012r2, 2016r2, win 10 and also installation domain configure, installation, domain user creation, Remote desktop configure on server 2012R2 Desktop & Network printer installed, and also Tally 9 Erp server and client installation & configured.

Wireless: dlink, netgear, t-plink and airpro etc

Mac: operating system installation and maintenance all version and also hardware device installed email configure and networking and also migration windows to mac.

Software: Microsoft Dynamics Navision, ACE Erp, Tally prime etc, Esigner, java, DSC, Biometric application

Antivirus: Seqrite Corporate Edition.

Camera: DVR and camera application backup support

Data backup: NAS configure

3) AI Amri & Sons Trading Co LLC. Muscat, Oman

Jan 2011 – Sep 2015

Role: Network & System Administrator

Job Profile: Worked as a System & Network Admin, Leading the IT Department as Head of the Branch in AI Amri Group of Companies had branches all over with the name like:

1) Hamad Bin Hamood Al Amri & Sons Co. LLC (Wholesale)

2) AI Amri Centre LLC (Retail, Hyper Market)

3) NDC- National Distribution Company LLC (Distribution Centre)

Handling SERVERS & and all client pc, printers & network handling Working Dell, IBM and HP branded Pc & Server, and Enterprise server edition with Sybase & SQL Database with the ERP Software

Responsibilities:

- Has solid experience with Windows 2012R2 and prior Servers and All aspects of Networking for (LAN/WAN). Security (Firewall, Antivirus, Spam, and Spyware & Adware).
- Dell server PET420 1 X with Windows 2016 Enterprise Server Edition R2 □ HP ml 370 G5 & G6 server with Windows 2012 Standard Server Edition
- Sybase & SQL database maintain and also ERP software based on Dubai (Genesis Technologies) Email: outlook and Microsoft outlook configure, troubleshooting, backup and restore, webmail also.
- Maintain Inventory, accounts, User permits, payroll and Pos software (point of sale) Cash and credit sale daily update a PDT (portable date terminal devices)
- Ea security system, barcode printer (z4m, s4m 105sl) related to barcode and shelf tag print CCTV Camera server HP, Oman based Vision InfoTech (NVR & DVR) 45 network ip camera every day check and daily backup monitoring.
- PDT configure and installation
- Barcode printer installation and configuration and also servicing

- Ea security system(Sensormatic Systems)maintain
- Handled 5 server 95 users + 6 Pos counters
- POS counter, issue related cash or credit
- Using vertical or hand scanner, display screen, cash drawer,

4)Acma Computers LTD, Mumbai, India
Role:Network Engineer

Apr 2007 - May 2010

Client: Ankit Securities Pvt Ltd(share broaker Co.)Residence Engineer

Job Profile: Worked as Senior service & residence Network Engineer, FMS Engineer, System & Network Admin at Ankit Securities & Finance Pvt Ltd (Share Broker Company). Handled SERVERS & **Firewall (fortigate.60)** and all client pc handled Working IBM branded server, and assembled server. A leading share and stock broking organization having membership of NSE,BSE,NSDL as well as the Commodity Exchanges (NCDEX & MCX) having presence all over India in 150 branches different location 500.

Responsibilities:

- Administrator of Desktop, Servers & Laptop. Servicing, Maintenance, Installation & configure.
- Administrator of Lan, Wan, Wlan based Networking's
- Administration &, Installation & configured of SQL database servers
- Handling & troubleshooting FT Application (Odin Manager, admin and client) and also user support.
- Handling & troubleshooting NSE and BSE Application and servers
- Email: outlook and Microsoft outlook configure, troubleshooting, backup and restore. Installation, Configured & troubleshoot the component of ACTIVE DIRECTORY Service Windows 2000 & 2003 server and users' policies & maintenance and also FTP servers.
- Installation, Configured & troubleshooting WEB Services (IIS servers)

Education Details:

- CCNA: Cisco Certified Network Associate-- Cisco Certification at NCP Institute – Noida(Delhi)
- 1 years Diploma in Computers Hardware & Networking at Kolkata, W.B. India - Network + Grade 75% A+
- 12th M.J. Higher Secondary - Kolkata, WB. - W.B.B.H.S.E - YEAR 2003 – Grade 2nd division
- 10th M.L.J. Institute - Kolkata, W.B. - W.B.B.S.E - YEAR 2001 – Grade 2nd division

