

# MOHAMMED NISAR

IT Support Engineer



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## SUMMARY

I believe a reliable computer network plays a major role in expediting and optimizing company's operation. I have been implementing this principle in my work and would like to work with an organization where I can protect network systems from entire internal and external threats.

## PROFILE

Information Technology Professional holding a Bachelor Degree with computer Application.

My strength lies in my ability to learn new technologies and skills quickly, work in teams and good communication skills. My area of specialization is Network Administration/Engineering, IT Security Management and Configuration & Maintenance.

I also have good understanding of core technical Software/hardware support and basic IT Infrastructure operations. I am seeking a full-time position in the field of Information technology.

## EDUCATION

2008-2011

**BCom with Computer Application**

Mahatma Gandhi University, Kerala, India

## SUMMARY OF SKILLS

- Excellent Knowledge in designing, implementing, and troubleshooting network security solutions
- Sound knowledge and understanding of implementation, analysis, optimization, troubleshooting and documentation of LAN/WAN/VoIP/video conferencing systems, Radio.
- Installation and maintenance of IP cameras, Access systems, CCTV etc.
- Demonstrated proficiency supporting overall performance of the Operating System comprising of Troubleshooting during hangs/ lockups, slow performance and system issues.
- Excellent Knowledge in Windows NT work stations and windows servers 2012.
- Excellent Knowledge in Window XP Professional, Vista/7/8/10, MAC Book, and Basics of Linux
- Backup and restore of all critical resources including router and switches
- Working Knowledge of DHCP Server, DNS Server, Proxy Server on Windows.
- Well knowledge Of Domain Controller (DC), Active Directory Management, NTFS security, VPN.
- Familiarity with the latest hardware and network security technologies
- Computer assembling and maintenance
- Installing and configuring the peripherals, components and drivers.
- **Software Packages:** Tally ERP, Jira Ticketing System, Bitrix24, PageMaker, Adobe coral draw, Office 365 and 2019, Putty, Any desk, Team Viewer etc.

- **Hardware:** Computers, workstations, Servers, Routers, Switches, Hubs, IP Phones, POS Machines,
- Printer Maintenance and troubleshooting (firmware)
- Radio, Video conference
- Excellent analytical and problem-solving skills with excellent communication skills
- Ability to "think outside the box".
- Quick learner, extremely goal-oriented, innovative and can adapt easily to new situations.

## EXPERIENCE - 9 Years (9 Years of UAE)

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**Present**



### **SHARJAH POLICE HEADQUARTERS IT Support Engineer**

- Configuring Network and corporate domain connectivity (MOI and Local)
- Network Cabinet Rearrangement in 8 Police stations
- Properly escalating unresolved queries to the next level of support.
- Detecting fault for network Cables and devices and solving issues
- Installed, serviced and upgraded over 500 Windows computers
- Controlling BMS Systems
- Follow-up and update customer status and information
- Creating and managing Active Directory, DHCP, DNS, and Group Policies.
- Creating and Managing Domain user, Email Accounts, Teams User etc.
- Working on License issues for O365, SharePoint, Azure, MacAfee Antivirus and contacting vendors. etc.
- Provided Network Support for Sharjah Safe City Project
- Installation of Network Cabinets, Patch panels & Network Devices
- Troubleshooting Various Ministry Systems & Applications
- Supported Technical Problems for clients and coworkers of PC issues remotely as needed
- Dedicated onsite Support Personnel dealing with User Helpdesk issues and escalating where necessary.
- Corporate Image Installations on Laptops and Desktop PCs applications.

**Aug 2012 –  
Dec 2017**



### **AL HIJAZ COMUTER TR. Network Administrator**

- Network design and establishment, including: LAN, Wireless LAN, WAN solutions, etc.
- Ensure security and privacy of networks and computer systems
- Installing, Configuring, and maintaining IP and Analog cameras, Access systems, CCTV etc.
- Administration of iPBX Solution.
- Level 1 and Level 2 Support for both client users as well Developing Teams.
- Creating and managing user accounts like, Bitrix24, CRM, AD, Email etc.
- Monitoring Networks using Network Monitoring Tools
- Active Directory Services, Group Policy Objects (GPO); DHCP; WDS; and DNS.
- Scheduling system upgrades and security backups of hardware & software.
- Maintaining inventory of all IT assets with proper records
- Administrating the whole IT infrastructure of Office
- Giving Support to staffs for all IT related issues
- Configure Wireless and LAN connectivity with access points.
- Plans and supports network and computing infrastructure.
- Setting workstations with computers and peripheral devices (routers, printers etc.)

## CERTIFICATIONS AND TRAINING

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- Microsoft Certified Solution Associate (**MCSA**)
- Cisco Certified Network Associate (**CCNA**)

## PERSONAL INFORMATION

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<b>Nationality</b>	: Indian
<b>Marital Status</b>	: Married
<b>Availability</b>	: Immediate Joining
<b>Driving License</b>	: UAE

## LANGUAGES KNOWN

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<b>English</b>	-	Fluent reading, writing & speaking.
<b>Arabic</b>	-	Fluent reading, writing & speaking.
<b>Hindi</b>	-	Reading & Speaking
<b>Urdu</b>	-	Speaking
<b>Malayalam</b>	-	Native Language

## REFERENCE

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Available upon Request