



**SHAJAHAN MOOSA**  
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## **OBJECTIVE**

My qualification and experience have substantially helped me gain knowledge in organizational activities and develop a n interest in managing people. Looking forward to getting opportunities to contribute my experience, fundamental skills, and knowledge to any professional organization and work as part of a team and grow within by result-oriented and exemplary performance.

## **Certification**

- MCSE- Microsoft Certified System Engineer 2003
- SEV -250-310 Symantec Enterprise Vault 10 for Exchange
- HP2-T21 Administering HP Server Solutions

## **EMPLOYMENT EXPERIENCE DETAILS**

Time Period	Project Details	Organization	Role
March 2018-Till date	ADNOC –BeAAT Expansion	Intecsa Industrial LLC, U.A.E.	IT Administrator
March 2015 -2018 June	ADNOC- NORM Treatment plant	Intecsa Industrial LLC, U.A.E.	System Engineer
DEC 2010 to 2014	SHAMS ONE SOLAR	Emitac Computers LLC, U.A.E.	IT Support Engineer
July 2009 to 2010	CHRYSLER GROUP OF DUBAI	Emitac Computers LLC, U.A.E.	HELP DESK Engineer
July 2008 –Jun2009	Mashreq Bank Dubai	Seven Seas Computers, U.A.E	IT Filed Engineer
Jan 2007- June 2008	Dubai Municipality	Seven Seas Computers, U.A.E	IT Support

## **TECHNICAL SKILLS**

- Windows server 2019,2016,2012, 2008, 2003  
**Product: HP DL & ProLiant & ML Servers**
  - ❖ Physical installation and Cable Management on Rack
  - ❖ Operating System Installation/ Hardware Maintains and Repair /Health check Firmware Update /Error Log collecting and Bug fixing /preventive Maintenance
- Windows Operating system  
**Product: windows11/ windows10/ windows7**
  - ❖ Upgrading new OS /upgrading Operating system from old Windows
  - ❖ Image Cloning with needful application
  - ❖ Fixing OS errors and Performance issues
  - ❖ Windows Updating
- Microsoft System Service
  - ❖ Managing Active Directory

- ❖ Implementation and Managing File, Print, DNS servers
- ❖ Creating and Managing Users and Groups, policies
- ❖ Providing File access and permission
- VMWare
  - Product:** VMWare /V center
  - ❖ Installing and Configuring VM
  - ❖ Monitoring Event Log and Error Reports
  - ❖ Managing Guest Space Upon Request
  - ❖ Maintaining and Installing Guest
- Backup System
  - Product:** Veeam / Symantec
  - ❖ Installation and Configuration
  - ❖ Checking Day to Day Backup performance status
  - ❖ Making Sure Enough Space for Backup storage
  - ❖ Recovering and Restoring data upon Management advise
- Microsoft Office Product
  - ❖ 2021 Office Pro/ Office 2015/ Office 365
  - ❖ Installing and Supporting MS Office Products
  - ❖ Procuring and managing Office License
  - ❖ Assisting Users
- Access control system
  - Product:** Somac Access System
  - ❖ Providing to Vendor Technical Support during the Installation and Commissioning Period
  - ❖ Providing Required User training to Manage Applications for Gathering Reports
  - ❖ Contacting Vendor for Maintains and Service
- Application support
  - Product:** AutoCAD/ 3D Design /SAP/ Citrix Client/ ERP etc....
  - ❖ Upgrading application when necessary
  - ❖ Troubleshooting application
  - ❖ **Escalating application vendor / Application Support Team when required**
- Firewall Managing
  - Product:** FortiGate 10D/100D
  - ❖ Monitoring Day to day Performance and Connectivity
  - ❖ Monitoring bandwidth Traffic
  - ❖ Monitoring Warning Alert and Error Logs
- CCTV
  - Product:** Hikvision /Duha (NVR&DVR)
  - ❖ Camera Installation and Configuration
  - ❖ Storage Managing and Firmware Upgrading
  - ❖ Providing playback data upon request
  - ❖ Configuring web-based access and mobile app access to management
  - ❖ Creating User level permission to access the camera
  - ❖ Contacting Vendor if required service warranty
- Printers Support
  - Product:** HP/Sharp/Xerox
  - ❖ Network Printer / Laser printer /Inkjet Printer Installation and Configuration
  - ❖ First Level HW/SW Support
  - ❖ Procuring Consumable
  - ❖ Contacting Service Provider for Support
- NAS (Network Area Storage)
  - Product:** Synology/western digital/ WD
  - ❖ Installing and Configuring NAS
  - ❖ Creating Folder structure

- ❖ Creating Users and Providing permission to access Drive
- ❖ Maintaining Folders and taking Backup
- **Wi-Fi / WiMAX**
  - Product: Cisco/Linksys/Dlink/TP link/ ubiquiti**
    - ❖ Installation and Configuration
    - ❖ Monitoring Usage
    - ❖ Creating and Providing Guest User and Permission
- **General Activity on**
  - Follow and Implementing Management Instruction and Procedure
  - End User Support (Onsite and remote support)
  - Dealing with contract customers for the service call
  - Veeam Backup Support and Managing
  - Collaboration Between Departments
  - Experience in implementing local and domain policies using GPO.
  - Symantec Enterprise Vault Support& implementation
  - Installing& Troubleshooting HP ProLiant Servers, Blades, Enclosures
  - Installing configuration WiMAX Product (ubiquiti unify)
  - Forecasting Budget
  - Collecting Proposal from Suppliers upon Demand
  - Access control system support
  - Asset Management and Controlling
  - Assist IT Internal Auditing
  - Dealing with Vendors and Suppliers

#### **EDUCATION**

- 3-Year Diploma in Computer Hardware Maintenance, State Board of Technical Education (NAVABHARATHA EDUCATIONAL RESEARCH FOUNDATION)

#### **Interpersonal Skills:**

- Flexibility.
- Self-motivated.
- Helping others
- Fast Learning.
- Confident.
- Adaptive.
- Teamwork.

#### **Personal Details**

Nationality : Indian  
 Religion : Islam  
 Date of Birth : 22 April 1983  
 Languages Known : English, Hindi, and Arabic  
**UAE Driving LICENSE:** Expiry 06/12/2025

**References** – Available upon request