



# FERUQHULLA SHARIFF A.

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Hor Alnz East, Dubai

## OBJECTIVE

To work for a company that promises creative and challenging career opportunities for individual and for its team in a progressive environment with candid and co-operative work culture to foster steady growth of the company and individual.

## PROFESSIONAL SUMMARY

- Talented System Administrator focused on performance optimization and technical improvements with an understanding of cost-effective decision making and usability. Resourceful System Administrator able to respond to a wide range of challenges with a focused and creative approach. Highly effective at problem solving and decision making. **8 years of progressive IT experience.**
- Results driven member of IT team with excellent People (customer and vendor) handling skills and Extensive technical experience for finalizing the scope based Customer business or technical requirement.

## SKILLS

- VMware vSphere
- Microsoft Windows Server Services
- Active Directory
- DNS
- DHCP
- GPO
- SMTP
- Data backup and retrieval - Rubrik
- Remote access technology
- Email management software
- Goal setting
- Reporting and documentation
- Network maintenance
- Conceptual thinking

## EXPERIENCE

### IT SUPPORT

01/2020 TO PRESENT

#### Aten Computer Communications LLC | Dubai

- Provide daily IT Support to clients as well internal infrastructure
- Working on various IT infrastructure projects
- Implementation of Wireless Setup for commercial and home purpose
- Network Design and implementation
- Worked on Configuration of VLAN's on CISCO Switches
- Implementation of CCTV for both commercial and home purpose

### SYSTEM ADMINISTRATOR

01/2014 to 10/2019

#### TeamLease Services Limited | Bangalore

- Provide daily support/administration to VmWare Environment
- VMware hosts and guests patch updates
- Implemented, and maintained a Windows domain based infrastructure
- Created Powershell scripts to help with day to day management of Active Directory
- Actively completed the physical server to virtual server conversion and vice-versa for migration
- Worked with users to determine areas of technology in need of improved usability
- Evaluated latest technology innovations and adopted cost-effective, useful solutions

- Resolved issues and escalated problems with knowledgeable support and quality service
- Standardized job tasks and trained junior team members on industry best practices and standards
- Managed creative projects from concept to completion while managing outside vendors
- Managed network monitoring and server monitoring both on- and off-site
- Maintained flexible schedule and responded to after-hours and weekend emergencies
- Actively involved in Installation and configuration of OSTicket application an open source tool for service desk management
- Demonstration for the end user's on how to access OSTicket
- POC for Vmware Horizon Implementation

## DESKTOP SUPPORT ENGINEER

12/2011 to 12/2013

### Symbiosis Network Pvt Ltd | Bangalore

- Configured hardware, devices and software to set up work stations for employees
- Removed malware and other threats from laptops and desktop systems
- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed
- Documented all transactions and support interactions in system for future reference and addition to knowledge base
- Explained technical information in clear terms to non-technical individuals to promote better understanding
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.

## ACHIEVEMENTS

- Received Appreciation from Client for Maintaining the Server room as per the standards
- Received Appreciation from Client Customer Service Head & Zonal Head for Month Closure Support
- Received Appreciation from Client for extended help provided during a crucial time and completing the task
- Received several appreciation awards and certificates related to job responsibilities
  - Walk the Talk Award
  - Spot Award
  - Star Performer
  - Extended Support

QUALIFICATION

○ Bachelor of Science | Information Technology  
Eastern Institute for Integrated Learning [EIILM University]  
Affiliated to Sikkim India.

2011

PERSONAL  
INFORMATION

○ Date of Birth : 8th July 1983  
Gender : Male  
Religion : Islam  
Marital Status : Married  
Nationality : Indian  
Passport no : J3004332