

A Z H A R A B B A S



I T ADMINISTRATOR

C O N T A C T S

- 📍 Al Raffa Street, Dubai, United Arab Emirates
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E D U C A T I O N

🎓 MASTER OF SCIENCE

PRESTON UNIVERSITY
Islamabad, Pakistan
2015

- GPA: 3.6/4

🎓 BACHELOR OF TECHNOLOGY

PRESTON UNIVERSITY
Islamabad, Pakistan
2010

- GPA: 3.2/4

🎓 ASSOCIATE OF SCIENCE

SWEDISH INSTITUTE OF RAWALPINDI
Pakistan
2007

GPA: 3/4

S K I L L S

BMS Remedy

Servicenow

WhatsUp Gold (Network monitoring and management)

A B O U T M E

- 🎯 A professional with 13 years of extensive experience in Network Monitoring, Network Installation Troubleshooting & Configuration.
- Excellent in (ServiceNow and BMC Remedy) creating tracking incident request and escalation to (L1, L2, L3) raising priority, depending on Incident Severity, as per Service level agreement.
- Proficient in maintaining Servers, network and providing support, including procedural documentation, reports, testing, evaluating modern technology
- Professional at migration of Network, Servers, and end users, with less possible outage time.
- Good in projects management and delivery of professional services, balancing work distribution.
- Excellent written and verbal communication skills analytical, problem solving and confident professional speaking abilities
- Experienced in analysing information system needs, evaluating and support

W O R K E X P E R I E N C E

🎯 NETWORK ADMINISTRATOR | CURRENTLY WORKING - SINCE AUG 2020

ALBADDAD INTERNATIONAL, DUBAI

- Managing Avaya Server, phones and delivering L1, L2 support.
- Managing network migration, upgradation projects.
- Performing IP Addressing and VLANs configurations to work existing network smoothly.
- Managing DHCP server 2010, analysing upgradation migration procedures
- Providing support to manage and troubleshoot existing SAN network in Data Centre.
- Analysing, collecting logs of servers in data centre and fixing hardware, OS related issues.
- Cable management in Data Centre IDF, MDF rooms.
- Performing VMWare 6.7 ESXi host and VSphere configurations, and Analysing health, performance of VMs and servers hardware.
- Analysis of cooling system in data centre and UPS system and generating weekly reports.
- 🎯 Managing Active directory users and computers, And Microsoft Exchange server.

SKILLS

CISCO switches: Routers

Routing Protocols: RIPv2, RIPv6, IGRP, EIGRP, OSPF, BGP, IPv4 and IPv6

Solarwinds, IPswitch

Windows Server 2003, 2008, 2012, 2016, Win10 and 7, Linux Red Hat, Ubuntu, MacOS

CCTV

Biometric/RFID Security and attendance devices

VMware 6.7

Windows Server: Active Directory and Domain Controller/Exchange

VoIP IP Phones: Cisco 7949/AVAYA Phone/PABX Phone

VLAN Switching

Computer Hardware/Cabling/Connector/UPS/Optical Fiber splicing and testing/OTD Testing

Data backup, recovery, encryption/decryption/defragmentation and restore

NAS, SAN data stores management troubleshooting

Results-oriented

Reporting

Time management skills

Project organization

Contract negotiation/review/drafting

LANGUAGES

IT ADMINISTRATOR | DEC 2016 - JAN 2020

AGCN INTERNATIONAL (HIRED BY ANAT SOLUTIONS), DUBAI

- o Worked with HP, NNIT, DELL, EMEA and WFC teams for the clients "PANDORA, DUPONT, and ACCA" and HOTELBEDS in Dubai.
- o Managed Active Directory, Domain controller.
- o Office 365 Administration
- o ServiceNow and BMC Remedy incident management and escalation to required levels
- o Managed workflow and service request through Clients call the ticketing system (Service Now)
- o Performed test installations, setup, configuration, migration, upgrading and maintenance laptop/desktop Windows and MacOS based devices. Via SCCM and manually.
- o Managed backup including encryption/decryption.
- o Managed CISCO switches and routers.
- o Managed AVAYA and CISCO phones via VoIP on VLAN switches.
- o Installed and managed VMware 6.7 ESXi host.
- o Created NICs on ESXi host for SAN drive Network
- o Created and managed RAID 0, RAID 5 and RAID 10 data stores for disaster recovery.
- o Disaster recovery planning for new deployments and recovery of data on existing setup via "STELLAR DATA RECOVERY and EASY RECOVERY.
- o Developed tools, procedures, and training sessions for Operations, Client Support and Systems Development staff to assist with work.
- o Provided support, including procedural documentation, reports, testing, evaluating modern technology
- o Managed projects, client calls requests, technical support plans
- o Managed and support Hikvision and Premax CCTV camera

IT SUPPORT ENGINEER | MAY 2011 - MAY 2014

HABIB BANK (HIRED BY NEW HORIZONS), ISLAMABAD

- o Network Operations management and monitoring by "Whats up Gold" (network monitoring tool)
- o Maintained VPN and DHCP network of 80 branches of HBL bank by conferring with vendors.
- o Hands on experience with Cisco Routers and Switches, received calls from bank branch managers and performed troubleshooting on installed CISCO and Juniper network, fixed the issues remotely and by conferring with vendors
- o LINUX and Windows servers' administration, troubleshooting and analysis of security.
- o Managed complaints resolution activities using CRM
- o Upgraded network tested, evaluated, and installed enhancements.
- o Maintained network performance by performing network monitoring and analysis, troubleshooting.
- o applications installation and configurations
- o Installed and maintained NAS Drive Backup to the cloud.
- o Configured and maintained the VLAN network

English
Hindi
Urdu
Punjabi
Arabic

PERSONAL DETAILS

Date of birth	10th Sep 1981
Nationality	Pakistani
Visa status	Resident Visa (Valid till 2023)
Marital status	Single

HOBBIES

Hiking, Swimming, Science Literature

NETWORK TECHNICIAN FEB 2008 - AUG 2010
MOTOROLA INC, ISLAMABAD
o Implemented and maintain all aspects of clients' technology, including installation and upgrades, new infrastructure build outs and relocations.
o Provided support Installed Network, and Battery backup systems
o Performed support for OSI Layers 1-7 with an emphasis on Layer 2 and Layer 3
o Installed and configured CISCO routers, switches
o Created VLANs and configured VoIP telephony devices
o Installed rack mount UPS and battery banks
o Data Centre Fire alarm, AC and backup power related issues troubleshooting, maintenance and monitoring.
o Maintained IP based CCTV.
ASSISTANT ENGINEER JAN 2004 - JAN 2008
COMCEPT PVT LTD, ISLAMABAD
o Installed configured and tested "Secured Phone exchange" called VCS (Voice Communication System)
o Participated in a project radar system "MOU (Mobile Observer Units)" manufacturing. Duties included configuration and testing.
o Performed configuration and testing of "NMS Network Management System"
o Duties included prototype circuit assembly and computer hardware support.
o Repaired rectifiers, payphones, and electronics devices.

REFERENCES

Adnan But	Murtaza Janjua
A-NAT Solutions LLC	HBL
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E: adnan@anatsolutions.com	E: murtaza.janjua@hbl.com

COURSES

CCNA (ROUTING & SWITCHING) FEB 2008 - FEB 2008
CISCO
MCSA AUG 2010 - AUG 2010
Microsoft

