



## RasoolMehdi Buddebhai

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### Profile Summary:

- An accomplished professional with experience in the arena of Desktop Support, Service Desk, End User Support, System Administration, Networking, Troubleshooting & Monitoring.
- In the IT with service desk tools like Manage Engine SD & Service Now with the Industries like Oil Field, IT & Hospital.
- Recently worked as IT In-charge for all clinics, First point of contact with End users and vendors for IT Support and asset management.

### Seeking:

- Seeking Middle level assignments in ICT Support, Desktop Support, Service Desk, System & Network Administration and SCCM.
- Seeking Entry level assignments in MS Azure, HyperV, SOC, NOC & IT Security and Oracle CPQ.

### Educational Qualifications:

- **BTech** completed in 2011 under Hyderabad Educational and Research Center with 74%.
- **Diploma** in IT Security & **Ethical Hacking (ISEH)** under IADL, U.K. in 2014 with grade B

### Certification:

- Microsoft Certified Engineer earned in 2017 **MCE** - Certification No: G043 - 1384
- Microsoft Certified Solutions Associate earned in 2017 **MCSA** - Certification No: G047 - 1977
- Google Certified Crash Course on Python

### Professional Experiences:

- |   |  |
|---|--|
| <b>1. Senior IT Executive</b><br>Firm: Gerab Systems & Solutions Dubai                      | Jan 2022 - Oct 2022<br>Project: <b>Medcare</b> (Aster Group) - Dubai |
| <b>2. System &amp; Network Engineer</b><br>Firm: Techfort Software Services Pvt Ltd - India | Jun 2017 - Jul 2021  |
| <b>3. Service Desk Analyst</b><br>Firm: Gulf Business Machine - Dubai                       | Oct 2016 - Feb 2017<br>Project: Dubai Parks & Resorts                |
| <b>4. Field Engineer</b><br>Firm: DIYAR UNIDTED Co. - Kuwait                                | Oct 2015 - Mar 2016<br>Project: Al- KHAFJI Joint Operation           |
| <b>5. System Admin</b><br>Firm: Leaf Optimal Solution Belgaum - India                       | Jul 2011 - Jun 2015<br>In-House                                      |

### Achievements:

- **CCNA** Training completed from DeltaSoft IT Education
- **RHCE** Training completed by Rooman Technology.
- **ITIL v3, Office365,SCCM 1606 & MS Azure** Online Training completed

### Personal Dossier:

Date of Birth: 10<sup>th</sup> Oct 1989  
Marital status: Married  
Nationality: Indian  
Languages: English, Hindi & Basic Arabic

### Passport Details:

Passport: U9751265  
Issued Place: Bangalore  
Date of Issue: 12/04/2021  
Date of Expiry: 11/04/2031

**Keywords:** - MCSA, CCNA, Vmware, Hyper V, SCCM, AWS, SNMP, MDM, DHCP, DNS, TCP/IP, SWITCH, ROUTER, SERVER, VPN, TRACERT, CISCO, Azure, VOIP, CLOUD and Acronis, MAC, Intune, AD, Sql Server, Office 365, SCCM, OpManager, Solarwind, Splunk