

RESUME FOR INFORMATION TECHNOLOGY (IT)

Hussain Ahmad

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My Objectives:

Seeking a suitable position in the field of **Information Technology** in a reputed company that provides career and personal development and to share my skills and experience in achieving the overall objectives of the organization.

Experience:

Organization: **Alam Group of Companies**
Abu Dhabi, UAE
Tenure: **February 18, 2011 to till date**
Designation: **IT TECHNICAL SUPPORT ENGINEER**



Responsibilities:

- Managing IT duties in Head office & Alam Super Market's.
- Manages daily IT operations on client site and provide technical support at L1, L2 & L3.
- Installing, Configuring, Administrating Windows XP, window 7, 8 and 10 for users.
- Installation and Configuration Microsoft RMS (Retail management system) & GP 10.0 (Great Plains).
- Installation and configuring Office 365 and outlook 2013 & 2016.
- Performs exchange mailbox creation/deletion, setting rules for mailboxes which includes retention policies and Office 365 console management.
- Assembling new computers, Network Printers Configurations.
- Standardizing Pc's and adding to domain per company standards.
- Taking Backup of Outlook mails.
- Maintaining IT Asset.
- Troubleshooting the LAN and WAN Network issues.
- Configuration of wireless routers, access points (D-Link, Linksys, Tp Link).
- Installing and configuring attendance management software and employee's fingerprints. (RCG I9, ZK tecu, local and centralized).
- Have Experience in HP Servers installation and configuration.
- Installation and Configuring Server operating system 2008/2012 R2 32/64bit.
- Configuration and Administration of Domain Controller/Active Directory.
- SonicWALL vpn site to site configuration from Head office to Branch.
- Restricted and allowed sites per departments in SonicWALL from Management.
- Administer creation users, groups, Organizational Units (OU) on the Active Directory Domains.
- Installing and Configuring Active Directory, DNS, DHCP & WDS.
- Market's network maintenance & troubleshooting.
- Installation and Configuration of POS (Point of Sales), POS Printer & Pole display.
- Installation and Configuring Rio & fujitsu touch screen monitor with keyboard.
- Troubleshooting of machines, printers, and POS machines.
- Maintaining and monitoring of POS (Point of Sale) and all IT equipment in all Markets.
- Installation and Configuring software of Avery Berkel weighing scales.
- Installation and Configuration of Shelf Label and Barcode printers.
- Installation, maintaining and configuring video conference. (spontania, Office 365).
- PDT Configuring & CCTV backup.
- Training for Warehouse/Supermarket Solution software to managers, supervisors & Staff.

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Organization: **Karcon (PVT) Ltd Pakistan**
Tenure: **April 2008 to April 2009**
Designation: **DESKTOP SUPPORT ENGINEER**



Responsibilities:

- Installations and Configuring of Operating Systems and applications.
- Configuration of Network printer's, Internet sharing and E-mail Configuration.
- Replacing parts as required.
- Installation of software and System repairing.
- Creation of Network cables and Network cabling.
- Assembling new computers, Network Printers configurations.
- Troubleshooting LAN and Wireless LAN Issues.

Academic Qualifications:

- **B. Sc** (Computer Science) (2009) : Peshawar University, Pakistan.
- **F. Sc** (Science Group) (2006) : BISE, Mardan Pakistan.
- **S.S.C** (Science Group) (2004) : BISE, Mardan Pakistan.

Technical Qualifications:

- **CCNA** (Cisco Certified Network Associate) from NSIT (Network System & Information Technology) Peshawar Pakistan.
- **MCITP 2008** (Microsoft Certified IT Professional) from NSIT (Network System & Information Technology) Peshawar Pakistan.
- **MCSE 2012** (Microsoft Certified Solution Experts) from NSIT (Network System & Information Technology) Peshawar Pakistan.
- **VMware vSphere 6.0** from NSIT (Network System & Information Technology) Peshawar Pakistan.
- **EXCHANGE SERVER** from NSIT (Network System & Information Technology) Peshawar Pakistan.
- **D I T** (Diploma in Information Technology) from Board of Technical Education Peshawar Pakistan.
- **CIT** (Certified in Information Technology) from Global computer institute Topi Swabi Pakistan.
- **AutoCAD** from Global Computer Institute, Topi Swabi, Pakistan.

Personal Details:

- Father's Name : Iqbal Muhammad
- Nationality : Pakistani
- Sex : Male
- Marital Status : Unmarried
- Religion : Islam
- Languages Known : English, Urdu and Arabic
- Date of Birth : April 10, 1988
- Visa status : Employment Visa
- Date of Issue : Mar 10, 2014
- Expiry Date : Mar 07, 2024
- Expected Salary : Negotiable

Summary:

Six year's full time professional experience in computer hardware and networking excellent communication skills having experience in the system design, developing and testing experience in networks designing using different topologies control procedures in Microsoft windows operating system.

(All Documents are Verified)