

MOHAMMED THWAYYIB BIN FAIZI P

**Dar Al Salam Manzil
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CAREER OBJECTIVE

To seek a full time job and to accept a challenging and responsible position in a company where there is an opportunity to quench my quest for knowledge, provide enduring service share, and contribute enhance my skills and knowledge.

PROFILE SUMMERY

3 Years of experience in system administration including operational and engineering roles. Strong fundamental knowledge on Laptop and desktop & printer with excellent skills on area like, configuration, analysis and network troubleshooting.

BASIC ACADEMIC CREDENTIAL

Degree /Examination	Board / University	Institute	Year of Passing	%
BSc Computer Science	Calicut University	Blossom Arts and Science College	<u>2015</u>	65 %
HSE	Kerala Board of Higher Secondary Examination	GHSS Thadathilparamba	<u>2012</u>	60 %
SSLC	Kerala Board of Higher Secondary Examination	Markaz, Valancheri	<u>2010</u>	75 %

WORK EXPERIENCE

❖ Indian Railways and CANARA HSBC OBC- (10-4-2016 – 25-3-2017)

Position: Customer Support Engineer

Location: Calicut

- * Configuration WIFI access point and router.
- * Install and configuration of network printer.
- * Configuration of Cisco VPN.
- * Troubleshooting of tablet application support.
- * Co-ordinate with vendors for support.
- * Configuring, maintaining printers such as HP ink jet, laser jet, wep, canon...etc.
- * Handling escalations & giving technical support to onsite engineers in customer locations.
- * Troubleshoot network connectivity (LAN) issues.
- * Managing user accounts.
- * Troubleshooting and maintenance of outlook.
- * Firmware upgradation of firewall Fortigate 100D & 90D

❖ InterGlobe Aviation Ltd (IndiGo)

Position: IT Engineer

Experience: 10-04-2017 – Presently working

Location: Calicut International Airport

- * Troubleshoot System software, Hardware and Connectivity issues.
- * Configuration and troubleshooting of VPN and MS Team remote support.
- * Configuring and troubleshooting Microsoft outlook 2016 & 365 account.
- * Responsible for troubleshooting internet issues.
- * Troubleshooting of laptop as well as desktop.
- * Escalate calls to technical specialists on time to enable closure within SLA
- * Help to build the site knowledgebase by recording relevant call details.
- * IP addressing and sub-netting.
- * Providing supporting to more than 10000 users.
- * Backend support of VDI/CITRIX Gateway
- * Operating system(OS)installation /re-installation, upgrades and patches for desktop
- * Desktop IMAC.
- * Software installation such as MS- Office, acrobat reader, outlook (2013, 2016 & 365)
- * Installation of antivirus and agent installation and updating.
- * Configuration and troubleshooting of agent such as BCM, relay and MacAfee.

PROFESSIONAL SKILLS /AWARENESS

Client OS: Win 10, Win 8.1, Win 10, Win XP.

Server OS: Windows Server 2008 & 2012

- Ability to initiate and monitor network improvements and upgrades.
- Ability to ask in depth questions to end user & provide excellent customer service.
- Customer support for desktop services.
- Exceptional problem solving abilities.
- Expertise with troubleshooting and maintenance of various operating systems.
- Building and maintaining customer user accounts, setting up roaming user profile.

Responsibilities

- * Responsible for achieving and maintain customer issues.
- * Provide technical consultation on current and proposed systems to the clients.
- * Perform responsibilities of documenting technical cases.
- * Maintain and administer computer networks and related computing environments, including computer hardware, systems software, applications software, and all configurations.

PROFESSIONAL QUALIFICATION

❖ **Operating system:** windows XP/8/10 Linux,
Ubuntu Application package: MS office 2016 & 365

❖ **Networking** : **CCNA** (Routing and Switching)
: **MCSE** Server Infrastructure (windows server 2012)
: **Forefront TMG (ISA Server)**
: **A+, N+ , CCTV (MANUAL, IP CAM)**

➤ **MCSE**

- Managing users, computers and groups configure access to shared folder.
- Installing and Configuring Windows 8 & 10.
- Managing software update infrastructure.
- Telnet, Remote desktop, remote assistance.
- Configuring Windows Server 2012&2008.
- Implementing, managing and maintaining IP addressing.
- Creating and Administering machines and users in Group Policy Objects.
- Configure TCP\IP addressing on a server computer using DHCP.
- Planning, Configuring and Optimizing IIS, ADDS, VPN, NAT.
- Implementing managing and maintaining name resolution using DNS server.
- Planning and Implementing an Active Directory infrastructure and Domains.
- Monitoring, optimizing and troubleshooting Active Directory.
- Manage backup procedures and recover from the backup.
- Configuring, managing and troubleshooting policies and rules.
- Implementing Hyper-V
- Monitoring and optimizing system performance and reliability.

➤ CCNA

- Designed and implemented LANs, WANs internet/intranet Network elements
- Verify Operation and necessity of using private and public IP addresses for IPV4 addressing.
- Verify router configuration and Switch connectivity.
- IP Addressing and Subnetting. (IPV4, IPV6).
- Configure and verify NAT for given network requirements.
- Verify network status and switch operation using basic utilities such as ping, telnet and SSH.
- Implementing Access Control List in routers and Switches.
- Good knowledge method of routing and routing protocols.
- Configuring and troubleshooting routing protocols STATIC, RIP, OSPF, EIGRP.
- VLAN Configuration and troubleshooting.
- Good knowledge of basic operation of the protocols in the OSI Model, TCP/IP models.
- Good understanding of Topologies.

CERTIFICATIONS

- BSC COMPUTER SCIENCE
- MCSE
- CCNA (Completion certificate only)

PERSONAL STRENGTH

- Leadership and open to any challenging work.
- Time bounded life-style.
- Cooperative.
- Assigned tasks will be completed in time.
- Good learner by observation.

PERSONAL DETAILS

Date of Birth	: 03 September 1994
Fathers Nam	: Abdullatheef faizi . P
Marital Status	: Single
Nationality	: Indian
Religion	: Islam
Gender	: Male
Language Known	: English, Malayalam

DECLARATION

I do hereby declare that the above information is true to the best of my knowledge.

Place: KONDOTTY

Date:

MOHAMMED THWAYYIB bin FAIZI P