



MISBAHUR RAHMAN

Professional engineer successful in achieving organizational objectives by enforcing standards and quality solutions targeting IT support assignments as in EUS, Computer System & Network Support as Local/Remote IT.

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Profile Summary

- ❖ Got 4.7 years of experience in IT field as a “Windows Support L2” engineer.
- ❖ Skilled in identifying areas in need of improvement with the vision to develop/implement successful action plans and schedules; as a result, streamlined various initiatives and elevated company standards
- ❖ Capable of preparing SYSTEMS & NETWORK, Inspection & test the nodes & network performance, format for smooth and systematic operations.
- ❖ Expertise in devising & implementing various innovative troubleshooting & maintenance processes/procedures; creating a vision for objective and translating ideas into clear & actionable idea requirements & recommendations.
- ❖ Possess excellent interpersonal & analytical skills; utilizing a process-oriented approach towards the accomplishment of organizational goals & objectives related to IT- (System, Network, Data, And Information) Security.
- ❖ Skills include:
 - ▶ IT System Troubleshooting and Server Support.
 - ▶ MS Windows 7,8,8.1 and 10 and Microsoft Office 2003, '07, '10, '13, '16, O365.
 - ▶ Active Directory Installation on MS-Windows 2016 and DNS, DHCP, WDS.
 - ▶ TCP/IP Configuration, RIS using HP iLO Technology and Command over lusmgr.msc, dsa.msc, devmgmt.msc, diskmgmt.msc, nspa.cpl, appwiz.cpl, inetcpl.cpl, msconfig etc.
 - ▶ Cisco Router Configuration, Packet tracer, Server Patches.

Area of Excellence

- TROUBLESHOOTING (Network and Nodes)
- Lan/Wan
- Networking
- Router Configuration
- TICKET HELPDESK: SNOW &
- IT Asset Monthly Audit
- Information Safety & Security
- MS-OFFICE SUPPORT
- SKILL Improvement
- System & Network Quality Control
- Networking
- Network Engineering
- Active Directory
- Technical Support
- Virtualization
- SQL
- System Administration

Education

- ❖ Bachelor of Technology in COMPUTER SCIENCE & ENGINEERING from [AL FALAH UNIVERSITY, FARIDABAD](#) in [MAY 2019](#). Passed with 75% marks.
- ❖ DIPLOMA in COMPUTER ENGINEERING from [JAMIA MILLIA ISLAMIA, NEW DELHI](#) in [December,2012](#). Passed with 62% marks.
- ❖ MATRIC (10th-CBSE BOARD) from [J.M.V. Residential School](#) in [2009](#). Passed with 68% marks.

Work Experience

June'20 to Oct'20 with TEKISHUB CONSULTING SERVICES PVT LTD, HYDERABAD, INDIA as RDS (Project AT HCL TECHNOLOGIES LTD)

Key Result Areas:

- ❖ Solving issues of foreign customers with help of Knowledgebases (KBs).
- ❖ Documenting the SNOW- Tickets (Incident or Request) as per the problems shared by the Customer.
- ❖ Working on different Citrix Based Web-Tools and Applications to resolve issues.
- ❖ Administering and auditing Security of Systems and Network Resources.
- ❖ Server Monitoring, Performance checkups and patches installations.

Jan'19 to Oct'19 with NRSF HOMES PVT LTD, NEW DELHI, INDIA as RDS

Key Result Areas:

- ❖ Installation, Configuration, and Administration of Software. Managing Data Backups and Restores and Printer Management.
- ❖ Configuration and Administration of WDS. Disk & Device Management.
- ❖ Email management with respect to troubleshooting.
- ❖ Administering and auditing Security of Systems and Network Resources.

May'15 to June' 16 with PROGRESSIVE INFOVISION PVT LTD, NEW DELHI, INDIA as DL1 (Project AT WIPRO BPS)

Key Result Areas:

- ❖ Installation, Configuration, and Administration of Software.
- ❖ Managing Data Backups and Restores and Printer Management
- ❖ Configuration and Administration of WDS. Disk & Device Management and IT Asset Management.
- ❖ Email management with respect to troubleshooting.
- ❖ Administering and auditing Security of Systems and Network Resources.
- ❖ Worked on & managed the tickets assigned (or handed over) to me by the Helpdesk or other Team members.

August' 14 to April' 2015 with SILISOL TECHNOLOGIES, NOIDA, UP, INDIA as RDS

Key Result Areas:

- ❖ Installation, Configuration, and Administration of Software.
- ❖ Managing Data Backups and Restores and Printer Management
- ❖ Configuration and Administration of WDS. Disk & Device Management.
- ❖ Emails, Phone-calls, Chats management with respect to troubleshooting.
- ❖ Administering and auditing Security of Systems and Network Resources.

May' 14 to July' 2014 with PCS TECHNOLOGY LTD, NEW DELHI, INDIA as FMS/Desktop ENGINEER (Project at GMR GROUP ON BEHALF OF ITO (ITO WAS TCS PROJECT NAMED AS TCS-ITO))

Key Result Areas:

- ❖ Installation, Configuration, and Administration of Softwares
- ❖ Managing Data Backups and Restores and Printer Management
- ❖ Configuration and Administration of WDS. Disk & Device Management.
- ❖ Calls, Emails and Tickets management.
- ❖ Administering and auditing Security of Systems and Network Resources.

OCTOBER' 13 to MAY' 2014 with APPNOMIC SYSTEMS PVT LTD, NEW DELHI, INDIA as ASS. SYSTEM ENGINEER (Project at MERITTRAC SERVICES PVT LTD)

Key Result Areas:

- ❖ Calls, Emails and Tickets management as IT ServiceDesk.
- ❖ Installation, Configuration, and Administration of Softwares.
- ❖ Managing Data Backups and Restores and Printer Management
- ❖ Configuration and Administration of WDS. Disk & Device Management.
- ❖ Administering and auditing Security of Systems and Network Resources.

September' 12 to September' 2013 with SERVITIUM IT SOLUTIONS(P) LTD, DELHI/NCR, India as IT SUPPORT

Key Result Areas:

- ❖ Installations of OS or Utility Softwares like testing tools in HP Proliant-Blade Servers using iLO Technology.
- ❖ Basics in Versions of Linux OS like Ubuntu, Fedora, and Centos.
- ❖ Handled training projects like Repairing 100-200 computers and keeping them ready for device availability.
- ❖ Managing Windows Client and Server OS System and User Data Backup & Restore, Nodes and Network Management.
- ❖ Configuration and Administration of WDS. Disk & Device Management.
- ❖ Installation/Uninstallation & Configuration of MS-Windows Based Software and Hardware.

Certifications

GOOGLE IT SUPPORT PROFESSIONAL

DATED: 12th April 2021, **VALIDITY:** No Expiration

CERTIFIED BY: GOOGLE and CompTIA A+, **PLATFORM:** COURSERA , **Content:** Combo of 5 courses.

VERIFY AT: https://www.credly.com/badges/8c08567a-fa11-4402-8ce4-f97c331114ad?source=linked_in_profile



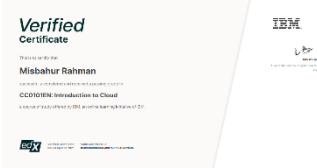
IBM - CC0101EN (Introduction to Cloud Computing)

DATED: 19th April 2021, **VALIDITY:** No Expiration

CERTIFIED BY: IBM, **PLATFORM:** EDX

Content: Introduction to cloud models and infrastructure

VERIFY AT: <https://courses.edx.org/certificates/b50930400bd145d097b86c3484e2fad4>



Windows 10 Troubleshooting for IT Support & Networking Foundations: Networking Basics & Cisco CCNA (200-301) Cert Prep: Network Fundamentals and Access

DATED: 14th FEB 2021, **VALIDITY:** No Expiration

CERTIFIED BY: LINKEDIN LEARNING, **PLATFORM:** LINKEDIN LEARNING

Personal Details

Date of Birth: 22nd July 1993

Languages Known: English, Hindi & Urdu

Current Address: Batla House, Okhla, New Delhi, India

Marital Status: Married

Passport Details: L5285959

Nationality: INDIAN

Declaration

I do hereby declare that the above information is correct to the best of my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

 Signature

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