Resume



Personal Name	ER. TAHIR RAZA
Birth	15/09/1986
Nationality	Indian
Passport Details No	V7557285 (Issue-22/03/2022, Place-Lucknow, Expiry 21/03/2032)
Marital Status / Blood Group	Married /AB+
Driving License	Indian Driving License 15+ Year
Languages	English (Good) / Hindi/Urdu (native)
Current Location	Dubai (UAE)-Permanent Own Visa (Expired in 12/07/24)
Notice Period	1 week to 1 Month with NOC (if applicable)

A career span over 12+ years in a service sector with good understanding of mixture of cultures and management styles. Strong analytical, Troubleshooting, Training Skills and problem-solving abilities. Team player and prompt technical support provider. An excellent ability to communicate and interact at all levels and prepares reports/analysis for review and decision making for the management.

Academic Qualifications :-

- Bachelors in computer science & Engineering, Integral University India, 2009.

Exposures :-

- System Administration / Network Administration / Database Administration.
- Implementation, Support and Maintenance of LAN and WAN.
- Troubleshooting/Maintenance on Cisco routers, Switches and Firewalls.
- Designing, Installation & Maintenance of Windows (Server & Workstation).
- Gathers data and prepares summary reports.
- Compiles and produces reports and statistical information. Professional Qualifications
- Microsoft Certified System Administrator **(Microsoft Certification ID: 7191160)**
- Trained Cisco Certified Network Associate **(CCNA)**
- Trained on CCNP - Cisco Certified Network Professional (R/S)
- Trained on MCITP-2K8& MCSE 2012, MSExchange-2K8& 2010, SQL Server-2K8 & SQLDBA-2K8
- Certificates in Information techonology-2005**(NIIT-Reg No. R0500D6000136)**. Professional Skills

IT Skills :-

- Window (XP,7,8,10,11, Server 2003/2008/2012/2016 and Basic Linux) Troubleshooting, installing and configuring.
- Troubleshoot and install (office365/Operative System (Windows/Linux) Wireless AP Etc
- Network Device (ONU/ONT/Router/Switch/Wireless Device's) D-Link/SyRotech/UBNT/Omnitik/Tp-link etc.
- Network Knowledge (Wireless Point-to-point / Fiber and Ethernet).
- Support Knowledge of Active Directory/ Exchange Server 2016/ Office 365 / Sophos Antivirus.
- Hardware Knowledge (Server/Desktop and Laptop).
- Software knowledge (Installation / Configuration and Troubleshooting) Window/Office/Network Tools.
- Backup User profile and restore by tools and application.
- Responsible for network account creation and changes in Active Directory/Office365.
- Manage creation of email account on the Exchange server.
- Apply and maintain proper user permissions and access rights.
- Image new PCs with proper operating system and install pertinent software applications.
- Supported users onsite as well as remotely.
- Performs software and application installation and upgrades.
- Identifying user problems, identifies their source, determines possible solutions, tests and implements solutions.
- Setup servers, workstations, and Network printers.

Work Experience:-

IDC Technology LLC

2022-TILL NOW

IT Consultant
Dubai (UAE)

- Working as a Desktop Support Engineer.
- My Previous project is MED Care Hospital (Al Safa) Dubai
- My current project is Ammat Glass Industry (JAFZA) Dubai.
- Responsibilities are installing PC /create Backup/Add in Domain/Activate MFA / Create Active Directory Users \ Network Printer/Static Ip/ Roles Define and Troubleshooting issue ETC.
- Installing Software and connect with domain PC.
- Installing Printer /Network Drive / Hospital Software etc.
- Troubleshooting and maintaining the user issue.
- Creating ticket and resolve as soon as possible.

Lumen Enterprises

2014-2022

LAN Administrator
(Lucknow) India

- Worked as a Lan Administrator in Broadband company for Maintaining Wireless/Fiber Networks.
- Management of IT Network assets & End User support by physically and remotely.
- Gathers data & prepares Summary reports. Export all Utility data from database for user's support.
- Manage and maintain the Disaster Recover solutions using tools and contingency planning.
- Installing, Configuring and Maintaining of nodes on Switch, Routers and Fiber ONT.
- Monitor the Network systems & giving access user ends

Andon Data Pvt. Ltd

2013-2013

SYSTEM ADMINISTRATOR
Lucknow (India)

- System Administrator worked in Software Company for Maintaining Servers, Troubleshooting, and Administration.
- Installing, Maintenance of Servers, PC/Workstation, Printers, Routers, Software's & Troubleshoot Outlook problems.
- End User Support, Downloading Software's &. Monitor the end user supports.
- Administration, Maintenance of databases programs, Daily Backups, Internet & E-mail Operation.
- Making Users in Active Directory & Maintenance and troubleshooting problems of various automated programs / applications.
- Installing, Configuring and Maintaining of nodes on Switch.

Computer Shoppe Company

2012-2013

Asst. LAN Administrator
Mumbai (India)

- Asst. LAN Administrator, working in small scale IT field company with Computer Management Office. Executing sales & marketing units and E-mail Operation.
- Provide customer support, prepare and manage correspondence, reports and documents; take all necessary actions to ensure that the requirements of the customers are met which include maintaining and updating computer data; create and maintain filing systems.
- End User Support, Downloading Software's.
- Managing Internet & E-mail Operation.
- Resolving PC Related issues like Antivirus software, Windows installation, Software installation and hardware failure

COMPUTER SALES CORPORATION PVT. LTD.

2009-2011

- Technical Support Engineer worked in Computer Sales and service sector Executing Client Software/hardware and do Maintenance of all in-house.
- Maintenance of Desktop Computers, Printers, Routers.
- Administration, Maintenance of databases programs, Daily Backups, Internet & E-mail Operation.
- Maintains & troubleshoots with various automated programs/applications as shown by the IT management.
- Online /Offline support

Technical Support Staff

Lucknow (India)

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

Place : Al Nahda Dubai ***(……)***

Date: 20/Feb/23 ***ER. Tahir Raza***

Current Address: Flat 613 near Sahara Mall Al Nahda-1 Dubai -UAE

Permanent Address: House No. 449/137/5K, Mufti Ganj, Behind Hasan Apartment. Chowk, Lucknow-226003

Cellular: +919118583163 (India)/+971588858354 (UAE)

Emails: *ertahirraza@gmail.com*