MOHAMMED IQBAL

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Summary

Motivated IT Professional seeks a new position in a dynamic, growth-oriented company focused on cultivating exceptional customer experience and a positive work environment. With experience handling networking concerns, implementing new software, installing new hardware, and addressing user concerns, I bring attention to detail and a dedication to technical improvement to each job. Past achievements include new System & network architecture component selection and implementation, earning leading industry certifications, and driving the achievement of departmental goals.

Technical Skills / Hands-on experience in

Microsoft Windows Servers: From **2003**, To **2019** and all windows client OS : **Server Roles & Features :** Nano Server, GUI / Server Core, PowerShell Scripting, Active Directory, WDS, WSUS, NLB, GPO's, RDS, , DNS, DHCP, Print server configuration, Failover Clustering, w/ NAS (NFS/CIFS/iSCSI),RBAC and AD schema sites , (Commissioning and Decommissioning,) IIS Web Services complete configuration, SQL server, & SQL Management Studio.

Ms Exchange Server: 2007 to 2019 Total Configuration & Administration
Hyper-V Versions   : Configuration & Administration, SCVMM, Hyper-v Console & **(VMware)**
SCCM Versions   : Strong knowledge of SCCM Versions: 1810,1902,1906 and 1910

Security products	Norton Anti-virus, Kaspersky, Bit Defender, Endpoint McAfee, Symantec.
Remote Admin Tools	Go Meeting. Team Viewer. Any Desk. Windows RD. RDP Server
Knowledge in other OS	iPads, iPhones and Android
Virtual Environment	Hyper V, VMware, Citrix Systems, Xen Desktop
Firewall	Firewalls MS Proxy Server, ISA Server, SonicWALL, knowledge on Fortinet
Proxy	HTTP/HTTPS/SOCKS proxy servers
VPN SSL and IPSec	Check Point, Palo Alto Global Protect, Barracuda
Anti- Spam	Barracuda, Forefront TMG, knowledge on Iron port
Storage	SAN / iSCSI
Cloud Service	MS Azure Portal – AWS - Implementation / Administration
Office365	Implementation / Administration
Network Protocol	Traditional and Cisco ACI (Application Centric Infrastructure) networks. LAN, MAN, WAN, WLAN. TCP/IP, Ethernet, routing, switching and multicast protocols, Networking, IVR Wireless Infrastructure Windows Mobile clustering
Application System	Helpdesk, SmsGateway, Employee Finder and BaaN ERP System
ITIL Practice	Able to execute duties in accordance with ITIL framework guidelines
Programming Languages	ASP, JSP, XML, HTML/XHTML, CSS, JavaScript, jQuery : Scripting - PowerShell
Scripting	PowerShell
Database	SQL,LDAP (AD, Open LDAP)
Application protocols	HTTP(S), FTP(S), SSH, POP, IMAP, SMTP.

Other Competencies

☐ Project management	☐ Creative design & Communciation
☐ Strong decision maker	☐ Innovative
☐ Complex problem solver	☐ Service-focused

Alma Matter

M.Sc in Industrial & System Engineering – Singapore 2020

BSc. Eng (Hons) in IT System - Sri Lanka
With first upper Class

Languages

☐ English	★★★★★	**Tamil**	★★★★★	**Sinhala :**	★★★★★
☐ Hindi	★★☆☆☆	**Arabic**	★★☆☆☆		

Certifications/Trainings

MCSE
Microsoft Certified Solution Expert (MCSE)

SCCM
Microsoft System Center Configuration Manager (SCCM) Certified

Cisco CCNA
Cisco Certified Network Associate – CCNA

Diploma in Hardware & Networking Qualifications British College   - Sri Lanka
Diploma in Hardware Engineering with Networking - Sri Lanka
Diploma in System analysis and Designing   - Sri Lanka

Frontend
Web Design and Development - IDM Sri Lanka

English Language - Bright Language Center Sri Lanka
☐ Diploma in English   Diploma in Business English
☐ International English Language Testing System, **(IELTS) – Academic Module Score:** 8 Band - **Doha Qatar**

Work Experience   - System Engineer

Ministry of Interior   **Doha,   Qatar**
From: 11th, March, 2010 **To** 31st, Oct,2020
SmsGateway, Helpdesk Ticketing, and Employee Info Finder Systems
Developing, Debugging, Administrating, monitoring daily activities, troubleshooting, IIS and web Service configuration end user support & training.
Project Management:
Worked as project manager to archive all documents into electronic media and to integrate with FileNet system

Built own Server lab Setup & Remote Management:
Installing & configuring Active Directory Domain Services in 2003, 2008, 2012 & 2019 Server. Installing & configuring Microsoft Exchange 2007, 2010, &2013. Configuring & Troubleshooting of Clients & Member Servers in a Domain. Active Directory Replication, Active Directory backup / restore services, Moving mailboxes between exchange server and mailbox stores. Managing The Mailbox server and Public Folder in Exchange Server. Configure the RPC over HTTPS for Outlook anywhere. Planned, designed, Configured and implemented Windows Software deployment environment using Microsoft Deployment Toolkit MDT 2010, Windows Deployment Services WDS, User State Migration Tool USMT & Windows Server Update Services WSUS

SCCM Lab Setup / Administration
Implementing Sccm 2012 server infrastructure Composed of one physical server and virtual servers using windows 2012 R2 & SQL 2014 , Support 18 plus groups that encompass 200 Desktop & laptop computers , Continually adding new departments to SCCM 2012 Server, Using Central method to deploy operating systems to supported desktop, Provide Central software Packaging to be used by supported organization, create collection & manage collections and **other various tasks testing**

Senior System Engineer

SPI Fashion (Pvt) Ltd.   **Colombo, Sri Lanka**
From: 01st, July, 2005 **To** 12th, Oct,2009
Overseeing the development and installation of new networking and computing infrastructures. Selecting the best possible solutions using knowledge of a wide range of available technologies. Monitoring systems in the existing network to ensure there are no productivity set-backs. Installing and configuring operating systems and application software. Implementing best practices for system security and data backups. Anticipating potential issues or bottlenecks and identifying possible solutions. Troubleshooting and resolving all technical issues when they arise. Communicating effectively with IT support staff to ensure the setup process runs smoothly. Liaising with vendors and keeping relevant stakeholders up to date with developments & Supervising 06-members team of junior System administrator and technicians..

Visiting IT Lecturer (Evening Session)

Singapore Informatics (SICI)   **Colombo, Sri Lanka**
From: 07th, May, 2006 **To** 16th, March,2008
Conductng lectures on Electronics, Computer Programming and Mathematics courses of 4 years Diploma in Computer Engineering under Technical Education Board. Conducting training sessions and creating study materials for Hardware Engineering, Networking, Client OS, Windows NT, windows 2002 server operating system) and web programming, Visual Basic Programming, Network Architecture Design courses and Higher National Diploma (HND) courses.

IT Manager

Inmasteel Fab.Co.Ltd   **Jubail, Saudi Arabia**
From 09, Sept,2002 **To** 24th, April,2005
Led large IT projects, including the design and deployment of new IT systems and services Monitor performance of information technology systems to determine cost and productivity levels, and to make recommendations for improving the IT infrastructure. Help define IT infrastructure strategy, architecture, and processes. Analyze business requirements by partnering with key stakeholders across the organization to develop solutions for IT needs Assess vendors and develop test strategies for new hardware and software Troubleshoot hardware and software issues related to internal IT. Determine the IT needs of an organization and are responsible for implementing computer systems to fulfill the organization's information systems requirements. Supervised 10-members team of junior network administrator and technicians in performing system setup; daily backups, connectivity, hardware and software troubleshooting, network virus inoculation

Senior System / Network Engineer

Blue Lagoon Investment (Pvt) Ltd   **Male, Rep.of Malldives**
16, April, 1998 **To** 08th, July 2002
Leads the day-to-day operational support for server, storage or network infrastructures. Builds, patches, tests (check for compatibility issues, conducts QA) and deploys complex systems and platforms meeting clients' needs and specifications.
Leads in planning and implementing changes to infrastructure with the goal of enhancing performance. Performs complex storage and server data backup, data migration and disaster recovery operations. Performs complex software and operating system upgrades and track system licensing. Configures security settings or access permissions for groups and individuals. Provides technical support (help desk) to users by troubleshooting problems related to network or platform performance. Documents complex procedures and troubleshooting procedures related to systems/networks software and hardware. Leads the configuration and maintenance of office and/or production software, adjunct support and/or utility software, i.e. Virus malware protection, office application suites and/or application software. Works with Business Applications, vendors, consultants, contractors, and IT personnel from other City Bureaus, Divisions, and Departments. Provides technical guidance and assistance to other IS Engineers and IS Administrators.

Application Developer

C.E.C   **Doha,   Qatar**

From: 22th, Oct, 1995 - 23rd, March 1998

Analyzed the existing system & designed as per the current requirement and developed Payroll, Employee attendance and inventory control systems.Creates and maintains all databases required for development, testing. Performs database re- organizations as required to assist performance and ensure maximum uptime of the database. Provide support to ensure requirements are understood when developing test scripts, screen shots, prototypes, interpreting test results, and preparing initial software and database design

< < Extra Abilities > >	< < Attributes > >
☐ Proactively monitor backups and server logs	☐ Execute Duties in accordance with ITIL framework guidelines
☐ Work through alerts raised by scom for proactive fixing	☐ Quality-Focused
☐ Give root cause analysis on incidents	☐ Highly Conscientious
☐ Work with a change control policy on any changes	☐ Multi-skilled
☐ Compile monthly reports to the top management	☐ Installing & configuring.
☐ Provide after-hours support where and when necessary. Internet at home would be ideal for quick fixes	☐ A keen eye for detail
☐ Assemble and load servers with the Hyper-v role and understanding how networking and storage works with Hyper-V	☐ Friendly and personable demeanor
☐ Log calls with external providers where and when necessary	☐ Self-starter and self-motivator
☐ Perform periodic preventative maintenance identified by the IT Services Coordinator	☐ Take ownership and responsibility
☐ Perform periodic preventative maintenance identified by the IT Services Coordinator	☐ Possess the drive to learn and is adaptable to change/new technologies
☐ Effectively manage support calls by providing continual feedback, timeous resolution, and follow-up calls subsequent to closure	☐ Critically and technically minded
☐ Perform periodic preventative maintenance identified by the IT Services Coordinator	☐ Punctual
☐ Make recommendations to the IT Services Coordinator for improving processes	☐ Ability to work under pressure
☐ Correct decision making and work towards to solve the any technical issues to provide the services up and running immediately.	☐ Willing to work overtime when and if needed
	☐ Positive attitude, eager to take responsibility for work and shows initiative
	☐ Ability to participate in and establish collaborative working relationships
	☐ A keen eye for detail
	☐ "First time fix" attitude

Personal Information

Date of Birth	08-08-1973	**Family Status**	Married
Nationality	Sri Lankan	**Driving License**	Sri Lanka, Qatar, Maldives, KSA

Hobbies:

Travelling. Photographing, especially panoramic landscapes, water falls, Playing Cricket and also Scuba-diving PADI Open Water.

Yours sincerely,   **Note:** All academic and professional qualifications can be verified with the registration number in respective institutions.

A.G.M. Iqbal