



NASRUDDIN KHAN

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Mobile Number : +971501842670
Nationality : Indian
DOB : 5th Jan 1982
Status : Married
Visa End Date : September 5th
Passport No : F7968020
Visa Status : Employment

Skilled in IT Support with 10+ years' experience

Employment History:

Indus Real Estate (Apparel Group), Dubai, United Arab Emirates (Oct 2018 to Present)
Job Title: - IT Support Engineer & Digital Marketing Specialist

Responsibilities:

- Research and identify solutions to software and hardware issues, managing P1 or Severity issues , Manage critical issues within defined SLA
- Respond to the Tickets/Queries raised by users in IT management system, either in person or over the phone.
- Demonstrated expertise in configuring, installing and troubleshooting PC systems, MS office applications, network configuration, and memory Management
- Installing and configuring computer hardware, software, systems, networks, printers and scanners
- Monitoring and maintaining computer systems and networks
- Responding in a timely manner to service issues and requests
- Providing technical support across the company (this may be in person or over the phone)
- Setting up accounts for new users
- Troubleshooting domain related issues
- Repairing and replacing equipment as necessary
- troubleshoot system and network problems, diagnosing and solving hardware or software faults
- Priorities and manage many open cases at one time
- Conduct remote troubleshooting
- Creating purchase requisitions for IT hardware/software
- Performs Monthly preventive maintenance for Server & all Desktop
- Upgrading & Updating PCs with relevant Software's & Hardware's
- Create Monthly and weekly report for higher management
- Asset Management - Keep track/verification of all the assets kept in the pertaining.
- Manage social media accounts and create social media post for daily posting
- Management of Google ads Facebook ads Instagram Ads Twitter ads LinkedIn ads Snapchat ads
- Lead Generation: drive growth in marketing qualified leads from online and offline channels including social, organic search, paid search, display, native and partners

- Conversion Rate Optimization: boost visitor to lead conversions through website optimizations (design, call-to-actions, forms, landing pages, etc.) and marketing automation (lead nurturing).
- Content Strategy: Build a solid content pipeline of articles, blog posts, interviews, infographics, videos and guides.

Technical Expertise:

- Expertise in Social Media Marketing & Email Marketing
- Management of Google Ads, Facebook Ads, Instagram ads, Twitter Ads, LinkedIn ads
- IPC telephone system administration and technical support.
- Supporting and Implementation of LAN based on Hybrid Networks containing Windows 2003 and Windows 2008 server, 2012 server, ADS, Windows 2003 Standard and Enterprise addition Server. Windows 98, XP, 2000 and 2008, 2012 configuration.
- Configuring Terminal services on Windows, 2000, 2003, 2008 and 2012 server and terminal client for remote administration over LAN/WAN.
- Configured and maintained FTP server, web server and virtual directories in Internet Information Server 4.0/5.0.
- Installed and configured Active Directory Services and created users and groups as per ADS Architecture Installing and configuring WINS, DHCP, DNS Server.
- Expertise with Proxy server 2.0 installation, Untangle Firewall configuration and administration.
- Implementing Network Security, Internet Security, Familiar with Cisco Routers, Basic Network Designing Etc.
- Installation and configuration of Print servers.
- Setup and support Internet, e-mail, MS Outlook.
- Configured and maintained different backup technologies (Normal, Incremental Differential) on Windows 2000, 2003 and 2008 server.
- Microsoft Exchange 5.5, 2000, 2003 and 2008, Lotus notes configuration and installation, Lotus notes.
- Experience working with various networking protocols like: TCP/IP (Addressing, Sub netting), NETBEUI and NWLINK, IPX/SPX.
- Configuring & Monitoring various network based Anti-Virus including McAfee, Symantec, Avast, Kaspersky, Norton, Microsoft security essentials, AVG etc.
- Configuring & Administering Routers & Switches,
- Configured and maintained Untangle Firewall Linux base

Professional Experiences:

Betomatic Middle East, Sharjah, United Arab Emirates (Feb 2011 to Oct 2018)

Job Title: - Desktop Support Engineer & Network Administration

Responsibilities:

I Support technologies for front & back office users within cross Assets Classes.

- Responsible for new user profile creation, providing file/folder sharing access, installing printers for staff and company subsidiaries
- Provide support for all PCs, Network/Local printer, internet issues, follow-up for pending tasks & ensure closure for the same
- Demonstrated expertise in configuring, installing and troubleshooting PC systems, MS office applications, network configuration, and memory Management

- Respond to the Tickets/Queries raised by users in IT management system, either in person or over the phone
- Providing IT Support to all the branches for Printer, Email issues, N/W Issues & Phone connectivity problem
- Diagnose and resolve technical issues
- Providing support at Server, Desktop and Network level
- Upgrading & Updating PCs with relevant Software's & Hardware's
- Setting up and configuring new laptops and desktops
- Responsible for managing backups and tape rotation
- Connecting of Cat 6 network cables where necessary
- Ensuring patches and upgrades are applied to core servers
- Creating purchase requisitions for IT hardware/software
- Setting up new users and disabling expired accounts in accordance with HR requirements
- Create Monthly and weekly report for higher management.
- In depth troubleshooting where necessary across multiple technical platforms,
- Maintain Vendor relationship and provide matrix to higher management on quarterly basis.
- Provide information to higher management for cost rationalization.
- Development of IT infrastructure and manage company network infrastructure.
- Troubleshoot issues and revert with feedback to users
- Troubleshooting domain related issues.
- Installation and Configuration of Various Operating Systems, Application Software.
- Handling of the Network cabling installation, Troubleshooting and Maintenance.
- Asset Management - Keep track/verification of all the assets kept in the pertaining.
- Remote Support for company branch offices of all IT related issue using remote assistance
- Handling PABX System cabling, installation & maintenance
- Responsible for facilitating RMA's and replacement of defective equipment
- Maintaining records and Keeping track of warranty of all the computers spares and peripherals, Printers, Scanners, Cartridges, Switches, and Routers etc.
- Handling day-to-day calls related to Desktops, Laptops & Printers.
- Provide Social Media Marketing & Email Marketing
- Maintain & Troubleshoot Untangle Firewall
- Performs Monthly preventive maintenance for Server & all Desktop
- Maintaining and managing Hamachi Remote server & Daily Application Backup
- Responsible for managing time attendance machine backup and provide attendance monthly
- Google Ads management, Facebook Ads, Instagram ads, Twitter Ads, LinkedIn ads

Dev Information technology Pvt Ltd, India (Feb 2010 to Jun 2011)

Job Title: System Engineer

Responsibilities:

- My responsibility was to support several clients, which are contracted with Wipro for their requested services. Clients who have been supported within my arena are Hdfc Standard Life Insurance, Reliance Life Insurance, Reliance Money, Reliance Mutual Fund, Max New York life Insurance, Aviva Life Insurance, Axis bank, Indian overseas bank, Yes Bank, Bharat Petroleum, Kotak Life Insurance, Kotak Bank, Birla Sun life Insurance and, Birla Mutual Fund, BPCL, Aegon Religare Life Insurance, Crain energy India Ltd.
- Manage IT Service Management functions including Change Management, Backup Management, Problem Management, Incident Management, IT Helpdesk Management, SLA Management and Vendor Management

- Work closely with the assigned Project / Migration Managers to setup network/ servers/ desktop implementation plan for timely delivery of business.
- Vendor Management and (H/W and S/W) Asset Management
- Coordinating multiple tasks and projects at one time
- Follow up and escalate IT related issues to concerned team.
- Desktop & Laptop Troubleshooting Windows XP & Windows 7 Support
- Hardware Issues, Network Drive, Network Printer
- To provide technical support Email client (MS outlook) & Lotus notes
- Domain / Server / Network and implementation support as and when required
- Branch visit & Asset Management
- Installation and troubleshooting of laptops, desktop problems
- Trouble shooting of End Users Problem in Windows XP Pro, MS Outlook, Outlook Express
- Handling day-to-day calls related to Desktops, Laptops & Printers
- Preparing the call report after finish user issue.

KSA InfoTech, India (September 2000 to June 2001)

Job Title: - Costumer Support Engineer

Responsibilities:

- My responsibility was to support several clients, which are contracted with Wipro for their requested services. Clients who have been supported within my arena are HDFC Standard Life Insurance, Reliance Life Insurance, Reliance Money, Reliance Mutual Fund, Max New York life Insurance, Aviva Life Insurance, Axis bank, Indian overseas bank, Yes Bank, Bharat Petroleum, Kotak Life Insurance, Kotak Bank, Birla Sun life Insurance and, Birla Mutual Fund, BPCL, Aegon Religare Life Insurance, Crain energy India Ltd.
- Helping customers solve technical issues with our widgets
- To provide technical specification for client's requirement with technical analysis.
- Desktop & Laptop Troubleshooting Windows XP & Windows 7 Support
- Hardware Issues, Network Drive, Network Printer
- To provide technical support Email client (MS outlook) & Lotus note
- Domain / Server / Network and implementation support as and when required
- Monthly Branch visit & asset Management
- Installation and troubleshooting of laptops, desktop problems
- Trouble shooting of End Users Problem in Windows XP Pro, MS Outlook, Outlook Express
- Handling day-to-day calls related to Desktops, Laptops & Printers
- Preparing the call report after finish user issue.

Certification	MCSE MCITP MCP DCA CCNA	Microsoft Certified System Engineer. Microsoft Certified IT Professional. Microsoft Certified Professional. Diploma in Computer Hardware and Networking. Cisco Certified Network Associate.
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Education	BSC IT (Bachelor of Science in Information Technology)
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Date:
Place: UAE

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