CURRICULUM VITAE

AMIR ALI

UAE: - DUBAI, AL QUOZ -1
Contact No: +971561077072
Email Id: amirali.110@outlook.com.
Portfolio: https://miramirali.com
LinkedIn:
https://www.linkedin.com/in/amir-ali-611127168

Profile:

An enthusiastic Senior IT Specialist having 8+ years' experience with the necessary drive and determination needed to resolve complex networking issues. Possessing effective organizational skills and excellent working knowledge of networking technologies and having a commitment to keep up to date with the latest developments. Experienced in providing motivation, guidance and an up-to-date IT & networking consultancy service to both colleagues and clients.

Objective:

To be associated with a progressive organization which can provide me with a dynamic workspace to extract my inherent skills as a professional, use and develop my aptitude to further the organization's objectives and attain my career targets in the process.

Key Skills:

Operation	SLA –Remote| Telephone support-Field visit Installation/Staff/Client/Student/Doctor/Faculty/Vendor
Support	Outlook/ Symantec protection/Kaspersky/MS-Office/Server/Acronis Backup & recovery/ Micros Oracle/My Q/Microsoft Intune
Workday	Data Analysis /Customer Support/Administration/Remote Assistance/Network operations/ IT Support /Vendor Management/Assets Management/ Intune Administration/ M365-Administration/ Veritas -NetBackup.
Administration	Active directory/Documentation /Asset /G-Suite/Zoom/Respondus-Lockdown/Top Tracers / Micros Cal.
Network Support	Patching tracing /CISCO& AVAYA IP phone/Field Support/Webex/ZOOM/Team/We cast/We Presenter/Thermal Camera/

Education:

- Masters in IT & Finance from- **Swami Vivekananda Subharti University**, in the year 2024.
- English language Associate – **University of Pennsylvania** in the year 2023.
- Computer Security and System Management **– University of Colorado, Boulder USA-** in the year 2022.
- Computer Information Systems Specialization- **University of California, Irvine**-in the year 2022.
- Bachelors in B.COM- **Swami Vivekananda Subharti University**, in the year 2020.
- Diploma in Computer Hardware & Networking. in the year 2017.
- Diploma in Computer Software Programming. - in the year 2017.
- High. Secondary under N.I.O.S. - in the year 2015.

Professional Qualification:

- Jetking Certified Hardware & Networking Engineer (JCHNE+) from Jetking Info-train Ltd. Kolkata (R.O)
- Microsoft Azure Data Fundamental. Microsoft Azure Fundamentals. ITIL –V4 Foundation Level.
- Google IT Support| Qedex PMP Certified | HP Inventory Management Certified |Google AI Studio form- Google.
- Software Programming Certified in Brain Ware Computer Academy.
- Windows Server& Linux Server Management and Security| Planning & auditing and Enterprise System| Enterprise Management and security.
- CCNA Routing & Switching. Network Security Associate in FORTINET – LEVEL 1,2 from FORTINET NSE INSTITUTE Firewall Network Essentials Configuration & Management. From Palo Alto Network
- AWS – Configure and deploy AWS VPN, Amazon Honey Code Essentials, Amazon EC2 Cloud, AMS ON-Boarding, AWS Security, Identity, & Compliance

Work Experience:

❖ Currently working on **Dubai Golf - Wasl** as an **IT Support Specialist** from (May -2023)

Managing sites' **Dubai Golf, TopGolf, Tiger strikes, Dubai Creek Resort and Golf, Sausage Kitchen**.

- ✓ Providing support to staff and guest and users remotely, physically and over call.
- ✓ Actively update, maintain and monitor all aspects of computer networks.
- ✓ Respond to users and staff IT inquiries and assist them in troubleshooting.
- ✓ Trouble shooting Top Tracers camera and Golf Ball Reader.
- ✓ Providing Documentation of IT inventory Assets and technical specifications to IT staff for new upgradation in IT Infrastructures.
- ✓ Support and maintain desktop applications for Micros and CAL and Restaurant operating systems.
- ✓ Manage and control biometric and RFID card attendance machine with backups and troubleshooting.
- ✓ Addressing user tickets regarding hardware, software and networking.
- ✓ Install, configure and troubleshoot MICROS WORKSTATION & MICROS TABLET in the outlet
- ✓ Managing AD manger accounts for staff and users, which include accounts creation and management.
- ✓ Troubleshooting user level domain environment issues.
- ✓ Manage and control biometric and RFID card attendance machine with backups and troubleshooting.
- ✓ Install, configure and troubleshoot windows (Win7,8,10, Server 2012) VMware, Hyper-V.
- ✓ Create and manage backups of servers and desktop computers.
- ✓ Responsible for installing, managing and troubleshooting access points, desktop computers, hardware, network printers, ID card printers, photocopier, bar code printers, interactive panels, projectors, audio system and queue token machines.
- ✓ Managing and creating & Installing Avaya Telephone for users from managing console.
- ✓ Creating documentation and preparing support documents for the IT Department.
- ✓ Preparing documentation and support related documents for IT Department.
- ✓ IT related Support for VIP guest and Ministry Guest, when VIP visit come.
- ✓ Repairing and replacing equipment as necessary.
- ✓ Active Mailboxes migration to Exchange Online users.
- ✓ Public Folders migration to Exchange Online.
- ✓ Creation of non-active mailboxes to Exchange Online.
- ✓ Syncing users existing desktop & documents to OneDrive.
- ✓ Set-up and configuration of all user devices.

City University Collage of Ajman: - 2.5 year of experience in as an **IT Support Engineer** Since: (Dec 2020 to Apr 2023)

- ✓ Manage Active Directory users and computers across the campus, ensuring smooth operations.
- ✓ Install, troubleshoot, and maintain IT hardware, network devices, printers, audio-visual equipment, and access points.
- ✓ Provide L1 IT support to staff and students remotely and on-site, resolving queries efficiently.
- ✓ Handle VIP and Ministry guest IT requirements, including setup and technical assistance during visits.
- ✓ Manage user accounts and licenses for platforms like Zoom, Google Workspace, MS Teams, Azure Intune, Adobe Cloud, and Avaya Telephony.
- ✓ Document IT processes, create support materials, and assist with purchase requisition and vendor management.
- ✓ Configure and troubleshoot Windows OS, VMware, Hyper-V, Outlook, and NAS storage for backups.
- ✓ Maintain and monitor IT assets, including IP CCTV cameras, biometric systems, and network infrastructure.
- ✓ Collaborate with the quality assurance team to improve IT services and ensure compliance with IT policies.
- ✓ Track IT projects, prepare reports for senior management, and manage daily operations within the IT department.

KBC Technologies

Position**: IT & Network Support Engineer**
Experience**: 1.6 years (August 2019 to November 2020)**

Expo 2020 Project (February 2020 to November 2020)
Key Responsibilities:

- ✓ System and Network Support: Installed, integrated, and provided support for desktop, server-based technologies, and network devices, including routers, switches, and printers.
- ✓ Cabling and Configuration: Performed cabling, crimping, patching in IDF/MDF/Data Centers, and configured IP phones and Webex accounts.
- ✓ Server and Network Administration: Configured and troubleshot Windows/Linux servers, Hyper-V/VMware virtual environments, and networking systems.
- ✓ Ticket Management: Managed IT tickets using ITSM tools or Manage Engine and coordinated with vendors to resolve issues with devices like DDU, FCU, and CMP fire alarm systems.
- ✓ Hardware and Software Setup: Set up and configured hardware, software, networks, peripherals, and user devices to ensure timely technical support across all branches.
- ✓ Data Migration: Performed mailbox migrations, public folder migrations, and synced users' files to OneDrive in Exchange Online environments.
- ✓ System Monitoring: Monitored and maintained computer systems, networks, and applications, resolving service requests promptly.
- ✓ Vendor Management: Provided training for vendor relationship management, developed vendor surveys, and reported findings to the management team.
- ✓ IT Equipment Maintenance: Repaired, replaced, and upgraded IT equipment to ensure efficient operations and documented networking issues.
- ✓ Regional IT Support: Supported IT sectors regionally, evaluated data processing modes, and ensured smooth database upgrades and growth.

Wipro Info train:

Position: **IT Support Engineer**
Experience: 6 months (September 2019 to February 2020)

ADCB Bank & UNB Bank Migration Project
Key Responsibilities:

- ✓ Supported the migration project for UNB & ADCB Banks, including field visits to branches as required.
- ✓ Assisted vendors in installing new devices and provided remote support to assigned branches.
- ✓ Addressed user tickets regarding hardware, software, and networking issues.
- ✓ Set up Wyse devices and configured user devices efficiently.
- ✓ Managed duties related to equipment degradation checks and escalated issues to senior management for resolution.
- ✓ Administered new user IDs, maintained existing access, and configured printers, applications, and email profiles.
- ✓ Provided end-user application installation support and maintained workstation builds.
- ✓ Monitored employee requests, tracked issues for resolution, and administered system hardware and software.
- ✓ Troubleshot network equipment and provided technical support for desktops and laptops in network environments.
- ✓ Delivered training to new staff and ensured smooth onboarding processes.

RELIANCE INDUSTRY: - 1.5 year of experience in as an IT Engineer Since: (June 2018 to July 2019)

- ✔ Addressing user tickets regarding hardware, software and networking.
- ✔ Walking customers through installing applications and computer peripherals.
- ✔ Asking targeted questions to diagnose problems.
- ✔ Conduct remote troubleshooting.
- ✔ Regularly supply training of Vendor relationship skills to all existing and new employees.
- ✔ Create training materials for Vendor negotiations.
- ✔ Maintain track record of SLA.
- ✔ Follow up for delivery installation from field support.
- ✔ Develop questionnaires and provide annual reporting of vendor surveys to the management team.
- ✔ Test alternative pathways until you resolve an issue.
- ✔ Administer new user IDs and maintain existing access.
- ✔ Configure printers, applications and email profiles.
- ✔ Support end user application installation and maintain workstation builds.
- ✔ Customize desktop applications to meet user needs.
- ✔ Record technical issues and solutions in logs.

R- TECH: - 3 Years of work experience in as a IT HELP DESK Engineer, Since (February 2015 to June 2018)

- ✓ Provide technical support for computer systems, software, hardware, and networks, resolving issues in person, over the phone, or via email.
- ✓ Diagnose and repair technical problems, including LAN/WAN systems, peripherals, and computer hardware/software.
- ✓ Write and update training manuals, conduct user training sessions, and guide users through troubleshooting steps.
- ✓ Maintain and monitor system performance, run diagnostic programs, and address recurring malfunctions.
- ✓ Install, configure, and clean computer systems and peripherals while ensuring optimal functionality.
- ✓ Follow up with customers to confirm issue resolution, gather feedback, and support junior staff training

Technical Expertise Hardware & Network Skills:

- ✓ Install and configure WYSE devices, token machines, RFID printers, scanners, and thermal cameras.
- ✓ Troubleshoot networking issues, printers, Xerox machines, voice recognition cameras, and other IT hardware.
- ✓ Manage IT helpdesk ticketing, providing support to users, and ensuring efficient resolution of issues.
- ✓ Install, configure, and maintain Windows Server environments, Active Directory, firewalls (Cisco & SonicWALL), and IT security measures.
- ✓ Ensure infrastructure security through antivirus installation, software patching, and virus/malware removal.
- ✓ Prepare IT documentation, manage software licenses, and support continuous improvement using ITIL processes.
- ✓ Specialize in Windows OS, hardware installation, troubleshooting, and managing 24x7 IT operations in multi-vendor environments.

Personal Details:

Father's Name:	MD. Rizwan
Date of Birth:	25/02/1996.
Nationality:	Indian.
Marital Status:	Single.
Languages Known:	English, Bengali, Hindi, Urdu.
Hobbies:	Surfing Internet and Playing Team Game.

Passport Details:

Passport No:	C0180240.
Date of Issue:	12/07/2024.
Date of Expiry:	11/07/2034.
Visa Status: -	Employment

Declaration:

I hereby solemnly declare that all the information given above is true as per my knowledge & belief.

Date:

Place: NAME: Amir Ali