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**Mohammed Shiraz A**

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 **CAREER OBJECTIVE**:

Be in a challenging IT position where I can apply my technical skills and fast learning abilities, thereby contributing to the organization, while building up a successful career.

 **WORK EXPERIENCE:**

Designation: Technical Analyst

Company : Allianz Technology

Project :Enterprise Mobility Services

Duration : October 2019 to till date

**Roles and Responsibilities:**

* Manage iPhone, android and Windows devices using MDM solutions
* Administration and configurations of AirWatch On-premise and Cloud environment
* Creation, testing deployment of profile, configuration and application
* Troubleshooting the issue related to MDM
* Management of Workspace one infrastructure and Azure
* Alignment with OE SPOC in the different Countries
* Administration of VPN tunnel and its configuration
* Developing custom payload for Windows 10 devices
* Packaging of Windows applications to work on workspace one UEM

Designation: Network Support Engineer

Company : RM Education Solutions , Thiruvananthapuram

Project : Technical Resolution group

Duration : April 2016 to October 2019

**Roles and Responsibilities:**

* Administration and troubleshooting of Windows Server 2003,2008,2012 and 2016 infrastructure.
* Configure and troubleshoot group policy as per customer requirement
* Troubleshoot office 365 issues.
* AD troubleshooting using native windows tools like dcdiag,, repadmin.
* Implemented Active Directory Recycle Bin and fine-grained password policies.
* Performed remote installations and troubleshooting for various projects.
* Server migration from 2008 to 2012/2016.
* Supporting products in windows platforms for school network.
* Support for customized software's MSI packages.
* Maintaining and troubleshooting desktop and Windows Server Computers
* Implementing and Maintaining Active Directory Forest and Domains
* Creating and Administrating Machines and Users using Group Policy Objects
* Restoring Data and troubleshoot restore issues as per customer requirement.
* Handle escalations from First Line Engineers.
* Proactive Nagios Server Monitoring and troubleshooting for the issues and errors on the customer servers.
* Troubleshooting issues related to Win XP, Win 7 and Win 8.1,Windows 10 all versions using RSOP and event viewer logs
* Resolving issues over phone and remote tools like VNC viewer,
* Troubleshooting with event logs
* Performing File and Print Server Management.
* Performing Access control Review for share drives and files print servers.
* Worked in high/critical incidents related to Windows Server, File share, Cluster and Print issues.
* Active directory installation, configuration and Administration.
* Implementation and administration of DNS, DHCP,DFS ,WSUS,WDS,IIS
* Creation of new DHCP Scopes, Reservation, Exclusion and adding new entries in the DNS management.
* Commissioning and Decommissioning of Physical and VM Servers.
* Bug Check analysis and Event Log Analysis.
* Updating servers with latest service packs and hot fixes.
* VMWARE ESXi V-Center Administration, Live Migration, Cloning, Disk & Memory/CPU
* Managing Virtualization Environment using VMware Sphere 5.5/6, V center Server
* Creating and Managing Virtual Machines using standard templates and clones. Deploying an OVF template
* Creating and Managing Clusters to provide HA and DRS for the Virtual Machines
* Monitoring of Virtual Machine’s & ESX servers CPU, Memory, Disk and Network Utilization
* Managing Virtual Machines using Hyper-v and VM-Ware
* Managing IIS 7 App pool recycle, edit bindings , update certificates , creating new virtual directories.
* Migration of servers from P2P,P2V,V2V using tools like double take
* Commissioning and migration of Microsoft RDS server
* Troubleshooting Windows server/CC4 Installation related issue in Server desk

**EDUCATIONAL QUALIFICATION** :

* B.E Computer Science & Engineering From Anna University Chennai
* **Plus two** with 70% from Kerala State Higher Secondary Board in 2012.
* **SSLC** from State board, Kerala with 75% in 2010.

**Professional Skills:**

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| * **WDS –Windows Deployment Service**
 | * **Cross Site Scripting**
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| * **Networking – Cisco & Wireless Routers,Cisco Switches, Extenders, LAN/WAN, Printer & Other Wireless devices**
 | * **Remote Code Execution**
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| * **Installing &Configuration of Windows Server 2008,2012,2016**
 | * **Ransomware Analysis**
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| * **Administrating Windows Server 2008,2012,2016**
 | * **Configuration of RAID on Servers**
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| * **Configuring Advanced Server 2008,2012,2016**
 | * **SCSI**
 |
| * **Hyper-V**
 | * **ISCSI**
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| * **Disk space management**
 | * **Worry Free Business Security Services(Trend Micro On prem and Cloud)**
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| * **Virtual machines & Clustering Problem solving skills**
 | * **Troubleshooting the problem using Event viewer logs**
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| * **Problem solving skills**
 | * **Microsoft Remote Desktop services**
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| * **DFS-Distributed File system**
 | * **Office 365**
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| * **WSUS-Windows Server Update Service**
 | * **Microsoft Exchange Servers**
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| * **Symantec end point protection**
 | * **Management of Multisite Networks**
 |
| * **VLAN**
 | * **Configuration of Radius Servers**
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| * **VM-WARE EXSI**
 | * **PowerShell scripting**
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| * **Backup Exec**
 | * **Veeam Backup**
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| * **Web Application Penetration Testing**
 | * **Microsoft Azure backup(D2C,D2D2C**
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| * **SQL Injection**
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**TECHNICAL CERTIFICATION:**

Microsoft Certified Professional ID=14020760

**PERSONAL PROFILE:**

Communication Address : Kovilkada Madanvila, Perumathura P.O Trivandrum Kerala

Nationality : Indian

Date of Birth : 11/06/1994

Sex : Male

Languages : English, Tamil, Malayalam, Hindi

Passport No : N 6230464

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

MOHAMMED SHIRAZ