
COVER LETTER

Dear Sir/Madam,

Please let me introduce myself.

My education, skills, and experience have given me the confidence to seek a vacant position in your Organization.

Graduated from the Osmania University Hyderabad (OU) am Bachelor's in Engineering (Information Technology) with MCSE (Microsoft Certified Solution Expert). Worked in **MULTI-LEVEL TECHNOLOGY (UAE)** From Nov 2017 to Till date as a **System Administrator/IT Support**.

Am enclosing a copy of my resume for you to review and applying for the vacant position in your organization after going through the advertisement and welcome the opportunity to speak with you about this position so I can elaborate on how my expertise in the field of Administration.

Please find attached my Resume for further details.

I hope to hear from you. Thank you.

Sincerely,

MOHAMMED ABDUL SAUD

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Email: sufisaud@hotmail.com

RESUME



MOHAMMED ABDUL SAUD
MCSC CERTIFIED (MS0615866163)
+971-524757561
sufisaud@hotmail.com

Professional Summary:

- Having around 4 Years of experience as System Administrator/IT Support.
- Exposure to CCNA (Cisco Certified Network Associate)
- Good professional experience of maintain LAN and WAN networks.
- Experience of maintain Active directory and Group Policy Management.
- Maintaining user accounts using Active Directory, Group Policies using OU's
- Good Knowledge of IIS, DNS, DHCP, VPN.
- Basic knowledge on ISCSI Storage (RAID Configuration) Backup & Recovery.
- Troubleshooting daily users queries (Application and Operating system)
- Cloning the laptops through a network server, or using Ghost and other software's as provided.
- Installation of Operating System, Drivers & Softwares.
- Configuring New Outlook and Troubleshooting Issues.
- Hardware troubleshooting.
- Installation and Troubleshooting of standalone and network Printer.
- Maintained the timely back-up of important data and management resources.
- Dealing with vendors on purchasing on IT products.
- Maintain updated IT inventory.
- Installation of VPN application, troubleshooting VPN connectivity.
- Providing remote support for the users whenever required and possible.
- Good Knowledge on Subnetting, Super netting and IP addressing.
- Configuration Routing Protocols like RIP and EIGRP
- Basic knowledge on Access Control List (ACL), Network Address Translator (NAT).
- Basic knowledge in Switching.

Key Skills:

Operating Systems	Windows 9x, XP, Vista, Windows 7, 8, and 10
Hardware	PC-IBM PC, Intel PC, Dell PC
Servers	Mail Server, Web Server and FTP Server.
Switches	Modems, Hubs, Routers
Documentation	MS-Office & MS-Out Look

Organizational Experience:

Company : **MULTI-LEVEL TECHNOLOGY**
Designation : System Engineer
Duration : Since Nov 17 to till date

Project 1:

Client : **ROADS AND TRNASPORT AUTHORITY (RTA)**
Role : Technical Support Engineer
Work Location: Dubai

Responsibilities:

- To install Maintain and repair Smart Teller Machines (Kiosks) For RTA (Roads and Transport Authority)
- Installation of Main PC signage PC Control board and make them able to operate
- Installation of printers (IDP Smart50, EDI Secure, Laminator, HP A4 Etc.)
- Installation of CCTV cameras and NVRs inside the KIOSKS
- Creating the network between Main PC, Signage PC, Printers, CCTV cameras with NVR and Router
- Trouble shooting in case of issues
- Creating weekly and monthly reports For operations department
- To visit Different locations to check the maintainability of the system
- To train newly hired Support engineers

Project 2:

Client : **DUBAI TAXI CORPORATION (DTC)**

Role : Field Support Engineer

Work Location: Dubai

Responsibilities:

- Installing the smart screens and router in Dubai Taxi
- Creating the network between Smart screen and Router.
- Making the control circuit board to make work Smart screen automatically when meter starts.
- Troubleshooting the issue if there is any.
- Installing the POS machines in Dubai Taxi.
- Testing the devices which had been installed in Taxi.

Project 3:

Client : **SMART SAFE CASH MANAGEMNT**

Role : Field Support Engineer

Work Location: Dubai

Responsibilities:

- Maintenance Racer for depositing the cash.
- Pelican for depositing the coins.
- POS for card payments.
- NFC for RFID cards.
- QR reader for scanning digital passes.
- Receipt printer for printing receipts.
- Purpose of smart safe is to deposit the bulk cash at once.
- Smart safes are deployed in DTC and RTA HQ.

Organizational Experience:

Company : **GOOGLE PVT LTD**
Designation : Associate Engineer
Duration : May 15 to Oct 17

Project 1 :

Name : **Tez Application (Mobile Payment Service by Google)**
Role : Technical Support Engineer
Work Location : Hyderabad (IND)

Responsibilities:

- Application testing internally
- Fixing bugs in smartphones
- One point of contact for the customer for any technical escalation.
- Installation, configuration, administration and troubleshooting of all Windows Server O/S Versions.
- Analyzing OS error, events, logs file analyzing, monitoring system utilization
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Professional Qualification:

Completed B.E from Osmania University

Networking Skills:

- Good Knowledge on LAN, Basic knowledge of WAN Technologies
- Good Knowledge on Subnetting, Super netting and IP addressing.
- Configuration Routing Protocols like RIP and EIGRP
- Basic knowledge on Access Control List (ACL), Network Address Translator (NAT).
- Basic knowledge in Switching.

Personal Details:

Date of Birth : 04-12-1991
Gender : Male
Nationality : Indian
Passport no : M5900807
Languages : English, Urdu and Hindi
UAE License No : 2462957