



Mohamed sameer

Technical support engineer

PERSONAL

Birthday : 23th December 1992
Relationship : Single
Nationality : Indian
Languages : English, Malayalam
Passport& val : L6383610, Dec 2023

SKILLS

COMMUNICATION ██████████
CREATIVITY ██████████
TEAMWORK ██████████
ORGANIZATION ██████████
LEADERSHIP ██████████
TEAMPLAYER ██████████

PERSONAL

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PROFILE

5 plus years of experience in IT support and networking.

Core Competencies

Windows, Linux, Mac, Microsoft Azure, Symantec Management, ESET management, SCCM, Active Directory, PCI-DSS, VNET, PowerShell, Hyper-V, VMware & vSphere, Cloud berry, Nagios, prtg and Ops Manager

Experience

Technical Support Engineer
Xiaomi tech India pvt ltd

Jan 2019- Feb2020

- Provided 24*7 Level-1/2 IT support for Windows & Linux Servers and systems in the development & production environment.
- Managed Active Directory User Accounts on Windows NT (Creation, Deletion, Permissions, and VPN Access).
- Developed organizational units in Active Directory (AD) and managed user security with group policies.
- Configuration of an operating-system deployment strategy by using SCCM.
- Maintain, upgrade, and implement improvements to the VMWare ESXi infrastructure
- Provide 1st and 2nd level support of VMWARE infrastructure.
- Regular support of VMware and windows environment by resolving the escalated tickets for the internal and external customer.
- Performing Snapshots and Migrations on VM.
- Managing and maintain ESET Management in an environment of 10,00 + production endpoints.
- Timely and ongoing review of compliance with relevant regulations, standards and internal/external policies.
- Managing and Troubleshoot IP Guard, WSUS, DHCP, WDS, Power BI tool and office 365.
- Actively update, maintain and monitor all aspects of servers and Network devices using tools like Nagios, prtg and Ops Manager.
- Monitor Daily Backup Job and ensure backup job are completed successfully in Cloud berry.
- Work with third-party vendors in support of the network.

Education

Bsc. Computer Science

I.C.A college, Guruvayoor, Kerala
Calicut University
2010 – 2013

HSE from M.E.S Ponnani

Under Board of higher Secondary
Examinations, Kerala on 2010

SSLC examination from M.I.H.S.
School, Ponnani under Board of
higher Secondary Examinations,
Kerala on 2008.

Certification

AZ-303, CCNA, MCSA

Senior IT executive Aegis pvt ltd

Nov 2015- Jan2019

- Lead in ISO 27001, PCI DSS and other security standards certification/ re-certification activity and Co-ordinate with concern team for quarterly vulnerability scanning to network.
- Regular support of VMware and Citrix environment by resolving the escalated tickets for the internal and external customer.
- Created RHEL and Windows Virtual Machines as per the business requirements.
- Handled many projects as a new requirement and internal process movements with zero downtime.
- Virtualized Windows server migration using VMware Converter.
- Provided 24*7 Level-1/2 support and troubleshooting to resolve issues.
- Provide 1st and 2nd level support of VMWARE infrastructure.
- Weekly wise logs review & day wise failure audit logs Analysis (AV, WSUS and fileserver).
- Installation, Configuration and Troubleshooting AVAYA/Cisco Hard Phone as per the project requirement. Installation, Configuration and Troubleshooting AVAYA CMS.
- Manage and maintain Symantec Endpoint Protection in an environment of 15,00 + production endpoints.
- Creating and maintaining AD Users, Groups, OU's and Computers.
- Coordinating with INOC and TP team to complete the maintenance activity, failover tests, etc...
- Configuring Quota, planning and Assigning NTFS and Share Permission.
- Daily basis checking operation and support team's printer.
- Coordinate with other backend teams for smooth project operation.

IT Support Care IT solution pvt ltd

Jun 2014- Sep 2015

- Provide IT support for LV bank applications, like Mobile & Internet banking, ATMs...etc.
- 24x7 proactive monitoring of server, storage, backup and network environment alerts via monitoring tool and Email.
- On time Escalation and Reporting of alerts according to Incident Management process.
- Escalate the incidents based on the standard procedure and run-down follow-up reporting per team and area, Escalate incidents till closure.
- Escalate service requests that require level 2 support in a timely fashion to prevent breach of SLA.
- Sending UP Down Timesheet and work details to Team on a daily basis without fail.
- Delivery excellence, exceptional teamwork and collaboration.