**Imran Yasin**

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| Apartment No. 402, Al Kithbi Building, Al Nahda-1, Near Gold Gym, Dubai. |  Mobile:+971528068160 Mobile (Pakistan: +923002618680) Email: imran\_ncr@hotmail.com Date of Birth : 15th Dec, 1985 Nationality : Pakistani  |



**Objective:**

To work in competitive environment, to aggressively grow and contribute towards company goals by understanding professional challenges.

**Education:**

**Mohammad Ali Jinnah University**

* Bachelor of Science **(BS Telecom & Computer Science)**

**Intermediate**

* Science (**Computer Science**) From Jauhar Degree College

**Major Courses:**

Computer Networks, Data Communication, Multi services over IP, Object Oriented Programing, Telecommunication, Optical Communication, Microwave Communication, Satellite Communication, Wireless Communication, Storage Area Networks, Data Communication, Database Management System, Computer Programming.

**Working Experience:**

**Al Ghurair Investment UAE (June 2014 – Present)**

**Data Center Engineer**

**Job Description:**

* Maintain and perform all Data Center operations systems and day to day functions required for smooth operation.
* Installation and managing the blade server, Active Directory 2012/2016, Exchange Server 2010/2013, DNS Servers, DHCP Servers, SCVMM, SCCM, creating VM over HV machines and VMware.
* Providing support for all IT related issues for desktop/laptops/networks, blackberry BES 5/BES 10, printer, scanners and Smart Phone devices.
* Provide support for ERP, Hyperion and Oracle 11i for end users.
* Perform and monitor daily application/database backup using Commvault, Veeam and HP Data Protector ensuring healthy backup and restoration according to the needs.
* Monitoring all DC equipment containing CCAC units, fire suppression system, UPS, making sure DC environment meet the server and hardware specifications for temperature and humidity, Server and Network Racks and their consistency.
* Monitoring DC environment physically and using Environment using Environmental Monitoring System (EMS) and servers using SCOM 2012.
* Engage the concerned vendors to perform preventative maintenance on data center according to schedule and ensure effective working of DC mechanical systems.
* Making availability of new upcoming servers in terms of power consumption and slots in desired racks, as per requirements.
* Document all records for equipments, SLA and daily DC checklist.
* Maintain inventory for equipments; keep records of warranty for all tools and equipments.
* Administer HP UD/UCMDB for creating servers/ desktops/ networks/ firewall inventory and their complete software inventory on each desktop/servers, dependency of each system into another at the time of downtime using impact analysis, service maps to show how each business service is connected to another etc., and integrated with HP Service Manager for various purpose.
* Repair and recover from hardware or software failures. Resolve and communicate with related custodians.
* Administer all emergency backup and ensure no interruptions in operations for same.
* Administer service requests and provide resolutions to achieve required goals.
* Manage all reoccurring problems and ensure work within timeframe and according to the requirement.
* Create standard operation procedures for various operations.

**KASB Bank (December 2011 – May 2014)**

**Officer IT Operations**

**Job Description:**

* Installation and managing the blade server, Active Directory 2012, Exchange Server 2010/2013, DNS Servers, DHCP Servers, knowledge of SCVMM, SCCM, CCIS, Misys Equation, Swift Alliances, Test server, creating VM over HV machines and VmWare.
* Creating, maintaining and troubleshooting data center's server.
* Provides technical support to users on installations, usage, network, or maintenance of Bank products to ensure that the system is functioning according to specifications.
* Application level support for Misys EBA/ DBA including Rosetta for Branch AOF scanning and money gram for remittance.
* Responds to telephone calls, email and dispatched requests for technical support.
* IT Support Services, Installation of new / rebuild existing servers, desktops and configuring hardware, peripherals, services, settings, directories, storage, etc.
* Creates temporary “work-around” for immediate customer issues where appropriate.
* Follows customer issues through to completion to ensure resolution and customer satisfaction have been achieved.
* Provides work direction, problem resolution, and training to other technical support personnel
* Able to work extended and flexible hours
* System Administrator-related solutions for various project, Data Center and operational needs.

**Operations and Support**

* Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups using Backup Exec.
* Perform regular security monitoring to identify any possible interruptions.
* Execute daily backup operations, ensuring all required system data are successfully backed up to the appropriate media, recovery tapes, and media is recycled and sent off site office on regular basis.
* Perform regular file archival and purge as necessary.
* Create, change, and delete user accounts per request.
* Repair and recover from hardware or software failures. Coordinate and communicate with related custodians.

**Maintenance**

* Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary.
* Upgrade and configure system software that supports GIS infrastructure applications or Asset Management applications per project or operational needs.
* Maintain operational, configuration, or other procedures that comes under Bank IT division

**PTCL Contact Center (January 2011 - November)**

**Customer Services Executive**

Broadband and Wireless Domain

* To provide technical support for various technologies of PTCL including DSL, IPTV, EVDO, IPVP
* Having co-ordination with concerned exchange to facilitate and resolve the customer issues.
* Motivating customer to increase relation and having satisfied customer.
* Customers follow up.

**Information Technology System (January 2010-March 2010)**

**Under the Supervision of Dr. Atta Ur Rehman (Former IT Minister)**

**Internship**

IT Department

**ACADEMIC CERTIFICATES:**

* 1 year Diploma in Information Technology From NCR
* Workshop on Network and Telecommunication
* MICROSOFT volunteer certificate for MSDN & TECH NET.
* Microsoft Windows Server 2003
* MS Office 2010
* Web Designing

**CERTIFICATION & EXPERTIES:**

* **Microsoft**
	+ MCSE 2012
	+ Exchange 2013
	+ Exchange 2010 Migration (**Official Training at Microsoft, Dubai**)
	+ SCVMM
	+ SCOM 2012 **(UAE)**
	+ SCCM (Training under process)
* **HP**
	+ UD/CMDB 10
	+ HP Service Manager (HPSM)
* **Database**
	+ Microsoft Access 2010
	+ Microsoft SQL Server 2008
* **Juniper Networks Certified Internet Associate Enterprise**
	+ Enterprise Routing Track
	+ Enterprise Routing Specialist Track
	+ Enterprise Switching Track
* **Cisco**
	+ Cisco Certified Network Associate (CCNA)

**VISITS:**

**Dehmandro Satellite Earth Station.**

* All equipment of Satellite Ground Earth Station and done Satellite link Designing & Engineering/Budgeting and DVBS & VSAT link designing and also experienced the equipment of Digital Video Broadcasting and VSAT Setup and work on this equipment Path selector, Spectrum Analyzer, Combiner, RF Detector, Modem, Upper Converter, Down Converter, HPA, Mixer (PDH & SDH) & Antenna drive control system.
* Visited Two Mobile Switching Service Center **MSC** and took the overview of Equipment.

**SKILLS:**

* + - Excellent communication skills
		- Innovative
		- Self-Motivating
		- Welcome new challenges
		- Able to lead or to work as part of a team
		- Computer and internet literate

**ACTIVITIES:**

* + - Actively participated in event organizations
		- Reading books
		- Surfing internet
		- Driving **(UAE Car Driving License Available)**

**EXTRA CURRICULAR ACTIVITIES:**

* Participated in cricket team of my School
* Participated in cricket team of MAJU.
* Member of computer games society in MAJU.
* Participated in Fun Day on Monday in MAJU

**REFERENCE:**

Will be furnished on request.