

Arif Mumtaz

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Professional Summary:

Proficient **System Engineer** with **6 years** of experience using monitoring tools to troubleshoot performance systems and network alerts. Skilled at generating reports and performing physical equipment movement requests. Articulate communicator committed to exceeding service level goals.

Education:

- **Graduation in Bachelor Of Arts under Delhi University, Delhi** in the year 2011.
- **Diploma in Computer hardware & networking from Jetking, Greater Noida** in the year 2009.

Work History:

1. System Support Engineer, Nov 2015-Dec 2019

Maher M.Al-Sehli Trading Est. (Saudi Arabia).

Responsibilities:

- Configured hardware, devices and software to set up work stations for employees
- Removed malware, and other threats from laptops and desktop systems.
- Windows XP, Windows Server **2003, 2008 & 2012** Windows 7, 8 & 10 English & Arabic.
- Administered comprehensive technical support to oversee functionality and productivity of 200 employees.
- Maintained computer systems, installed, and upgraded new systems as needed.
- Configure Routers, Access Points, Range Extender and all types of Switches such as Normal Switch, Gigabits Switch.
- Installtion & configure Active Directory & **DNS, DHCP IP.**
- Mail Clients configuration backup & Troubleshooting MS Outlook 2010/2013 & 2016.
- Mail Clients configuration backup & Troubleshooting Lotus mail.
- Stronge knowledge in MS Office 2010/2013 & 2016.
- Knowledge in all tyeps of normal & network Printer install in network.
- Provide backup support. Handle in-call technical support issues; perform level 1 & 2 troubleshooting

2., Resident Engineer, Sep 2011-May 2012

Infocare Digital System Pvt. Ltd. (U.P)

Responsibilities:

- This is the project of managing and maintaining the network of more than 600 computers, 130 laptop.
- Mail Clients configuration backup & Troubleshooting (MS Outlook).
- Software troubleshooting updates and patches installation and manages Antivirus.
- Installation of network printer and all type model installation.
- Maintaining good relation with end users by providing timely support.
- Assembling, Maintenance & Troubleshooting of all Desktop & Laptop.
- Basic Networking, Data sharing, TCP/IP Configuration, Internet Maintenance
- Remote desktop and remote assistance and Wireless Networking.

3. Resident Engineer, March 2010-July 2011

NH Info media LTD Kanpur (U.P)

Responsibilities:

- Installing, managing and maintaining Desktop, Laptop, Printers and all peripherals
- Configured hardware, devices and software to set up work stations for employees.
- Mail Clients configuration backup & Troubleshooting (MS Outlook, Outlook Express).
- Local and Network Printer configuration, troubleshooting, Internet & LAN configuration, and Wireless troubleshooting.
- Produce weekly reports covering metrics and work performance.

SKILLS

- Knowledgeable of Windows Office product suite, VPN and local area network.
- Good administration skills with strong attention to detail for updating records and following procedures and checklists.
- Strong analytical skills with proven problem solving ability.
- Basic knowledge of Active Directory.
- Basic knowledge of DNS /DHCP Installation.
- Strong analytical skills with demonstrated problem solving ability.
- Excellent written and verbal communication skills. Ability to clearly explain IT concepts to both technical and non-technical users.
- Excellent general IT knowledge for corporate networked workstations.

Personal Details:

- **Name** : Arif Mumtaz
- **Father's name** : Janab Mumtaz Ahmad
- **Date of birth** : 20th October 1988
- **Languages** : English, Hindi & Arabic
- **Correspondence Address** : **1485-G Garage Flat Noida Sec-29, Park View Noida-201301**