
Faroozur Rahman

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Summary

An IT professional with proven expertise putting into to manage real-time IT Infrastructure. Confident and reliable with extensive practical experience of working among different kind modern day technologies. Possessing a proven ability to administrate and control the operation. Configuring and maintenance of information system structure, as well as having an eye for detail and able to do mulch-tasking. An excellent communicator can relate well with people and organizations at all levels....

Skills

- Analytics
- Best practices and methodologies
- Analytics and problem resolution
- Document management
- Software system testing
- Online learning
- Strong collaborative skills
- Task prioritization
- Network asset management
- Cloud architectures and services
- Operating system configuration
- Vendor/partner relationships
- Server/network configuration
- Servers and storage
- Virtualization Technology
- System administration
- Local remoter systems support
- Technical support
- Project documentation
- Project implementation
- Strong analytical skills
- Task estimation
- Technology research
- Team leadership
- Cybersecurity analysis
- Amazon Web Services
- Open Source

Experience

SENIOR SYSTEM ENGINEER | 05/2018 to Current

H One Private Limited - Colombo 05, WP

- Implement and optimize the existing IT Infrastructure.
- Maintain operational, configuration, or other procedures and Perform periodic performance reporting to support capacity planning.
- Provide Tier III/other support per request from various constituencies.
Investigate and troubleshoot issues.
- Maintain physical and virtual servers and providing infrastructure support for cloud-based virtual servers.
- Providing Server Migration, Deployment and Upgrade support for Small Medium Business organizations.
- Install Configure, Upgrade and Monitor the Windows Server, LAN /WAN network environment including routers, switches, and firewalls.
- 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.
- Completed root cause analysis on routine and complex problems.
- Prepared and presented technical proposals for clients.

SYSTEMS ADMINISTRATOR | 01/2012 to 05/2018

247 Techies LLC, Colombo 03, WP

- Providing Server Migration, Deployment and Upgrade support for Small Medium Business organizations.
- Provided technical expertise for IT network design.
- Administrate software deployment, security updates and patches.
- Maintain network servers such as file servers, VPNgateways, intrusion detection systems.
- Maintain Integrity of the network, server deployment, and security.
- Troubleshoot problems reported by users, perform daily system monitoring and System Backups.
- Resolved a history of problematic network failure by troubleshooting LAN/WAN connections between multiple regional locations.
- Administrate and maintain Microsoft Exchanger and Lync Servers.
- Repair and recover from hardware or software failures.
- Coordinate and communicate with impacted constituencies.
- Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities.
- Configure / add new services as necessary.
- Ensuring proper communication between the ISP and its clients to resolve the problems.
- ISP client monitoring (Projects) Monitor a leading ISP's client Network Activity (up time/downtime) in the US for using the Connect Wise ticketing system.

TECHNICAL SUPPORT EXECUTIVE | 06/2011 to 01/2012

Eureka Technology Partners (Pvt) Ltd - Colombo, WP

- Providing technical expertise to all level of IT end users and SBS clients based in USA, Canada, UK and Australia according to ITIL standards.
- Handling incoming incidents via the phone / e-mail promptly and effectively diagnosing and resolving a wide range of technical issues.
- Take ownership of a call and seeing it through to closure.
- Apply diagnostic utilities to aid in troubleshooting, providing support for end users in Windows, Macintosh and Linux issues.
- Installing and monitoring Windows desktop and server operating systems, TCP/IP networking and hardware maintenance and repair.
- Recommended key updates based on inspections and application of technical knowledge.

CUSTOMER SUPPORT AGENT | 10/2009 to 06/2011

Innodata Lanka (Pvt) Ltd - Colombo, WP

- Respond promptly to customer inquiries and complaints, Process orders, applications and requests, Processing and Handling Invoices.
- Prepare and distribute customer activity reports, Update and Maintain customer databases, Communicate and coordinate with Customers and internal departments, Escalating issues where necessary to senior managers & team leader.
- Achieved high sales percentage with consultative, value-focused customer service approach.
- Created new processes and systems for increasing customer service satisfaction.
- Unloaded trucks, stocked shelves and carried merchandise out on the floor for customers.
- Interacted with customers and retail buyers to follow-up on shipping statuses and expedited orders.

Certifications

MCSE - Microsoft Certified Solution Expert in Exchange Server 2013

MCSE - Microsoft Certified Solution Expert in Lync Server 2013

MCSA - Microsoft Certified Associate in Windows Server 2012

MCSA - Microsoft Certified Associate in Office 365

MCS - Microsoft Certified Specialist in Server Virtualization with Windows Server Hyper-V and System Centre

SCLA - Linux OS SUSE Certified Linux Administrator in SUSE Linux Enterprise Server 11 LFS101 - Introduction to **Linux** - **Linux Foundation**.

Mac OS - Apple Certified Support Professional on Mac OS X 10.7

Master of Online Backup - **IASO Academy**.

CloudU Certified Professional - **Rackspace**.

AWS - Certified Business and Technical Professional - Amazon Web Services Partner Network Training.

CCNA Cyber Ops (Reading)

Education and Training

British Computer Society BCS - England | **Professional Graduate Diploma in IT**
Information Technology,

Asia e University - Subang Jaya, Selangor | **Master of Science**
Information Security (Reading),

Cisco - **CCNA**
Cyber Ops (Reading),

Aquinas University College - **Diploma**
Project Management, 2011

American College of Higher Studies - **Diploma**
Network Administration, 2005

American College of Higher Studies - **Diploma**
Web Designing, 2005

Activities and Honors

MBCS- *Professional Member of British Computer Society*

Non-relative Reference

Zafran Mohamed - Assistant Manager
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