

Mohammed Mustafa Hussain

CONTACT DETAILS

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CORE COMPETENCIES

- Networks & System Administration
- Design & Installation
- Desktop Engineering
- IT Infrastructure/ Network Management
- Program/Project Management & Delivery Excellence
- Disaster Recovery & Back-up Operations
- Risk Assessment
- Patch Management
- IPC (Incident, Problem and Change)/ SLA & KPI Management

IT SKILLS

- **Microsoft Windows:** XP, Vista, 7, 8, 10, 11
- **Windows Server:** NT, 2000, 2003, 2008, 2012, 2016, 2019, 2022
- **Microsoft Office Suite**
- **Networking:** LANs (Local Area Networks) / WANs (Wide Area Networks), TCP/IP Protocol Suite
- **Exchange Server:** 2003, 2007, 2010, 2013, 2016, 2019
- **Server Technologies:** DHCP, WINS, DNS, IIS
- **GPRS (General Packet Radio Service) Models**

JOB OBJECTIVE

Technology driven professional with an unmatched track record in providing assistance in building technology set-ups, identifying technology trends, defining processes, controlling risk, collaborating across departments and optimizing resources in multi-location environment for driving IT strategy, business excellence and enhanced customer experience

PROFILE SUMMARY

- **Versatile leader with 10+ yrs of rich & extensive cross-cultural work experience** in managing server infrastructures, Network Design, Implementation and Support IT projects & optimizing systems for enhanced performance and business growth.
- **Extensive intelligence in ITIL & ITSM foundation framework** which includes Service Delivery functions such as Incident Management, Problem Management, Change Management & Configuration Management; expertise in managing high-severity incidents to ensure service availability with minimal delay and impact towards ensuring smooth operations of various environments.
- **Proficient in installation, configuration & administration of active directories, desktops/laptops, printers, projectors & network & video conferencing** maintenance, troubleshooting on windows operating systems, drivers & software.
- **A project planner with expertise in mapping requirements of clients as well as the different stakeholders, suppliers, service providers, vendors;** customizing asset / hardware upgrades and process as well as offering comprehensive & innovative solutions in line with guidelines specified by client.
- **Examined network performance and ensured its maximum availability & reliability** employing oversight with respect to network security for timely situational incident analysis and remediation.
- **Proven track record in troubleshooting, system administration, and managing networking solutions,** with comprehensive knowledge of remote access, VPNs, DNS, DHCP, and TCP/IP protocols.
- **Successfully managed critical emergency change incident in escalations phase** by addressing Escalation & Major Incident calls; troubleshooting, network infrastructure, maintenance, configuration of router & switches, tuning & monitoring.
- **People Manager:** directing productive cross-functional teams using interactive and motivational leadership that spurs people to willingly give 100% effort

WORK EXPERIENCE

Apr'07- Till Now | IT System Administrator
Extra Co Fibre Glass & Prefab Houses LLC, Sharjah

Key Result Areas:

- Overseeing the provisioning, installation, configuration, operation, and maintenance of hardware, software, and related infrastructure to ensure seamless system performance.
- Driving technical research and development to foster continuous innovation within the organization's infrastructure.
- Ensuring systems hardware, operating systems, and software comply with organizational standards, supporting staff, volunteers, and partners in their operations.
- Assisting project teams with technical issues during the initiation and planning phases, contributing to the development of effective solutions.
- Defining technical strategies, outlining benefits, and conducting research and development throughout the project lifecycle to ensure successful outcomes.
- Collaborating with operations teams to perform technical analysis, design, and solution deployment, ensuring a smooth transition from development to production.
- Directing end-to-end delivery of the program, meeting internal and external objectives pertaining to:
 - Estimation, Risk, Scope, Time, Resource, Quality, Change Management, contract variations and additional services.
 - Value-adds, continuous process and productivity improvement and expectation management of team.

PROFESSIONAL CERTIFICATION

Microsoft® Certified Systems Engineer (MCSE)

EDUCATION

- 2000**
MBA: Marketing
Osmania University (OU),
Hyderabad
- 1998**
Higher Diploma in Software Engineering (HDSE)
Aptech Computers, Hyderabad
- 1997**
B.Sc. (Electronics)
Osmania University (OU),
Hyderabad
- 1996**
Diploma in Electronics Engineering (DEE)
Indian Technical Institute,
Hyderabad

PERSONAL DETAILS

Address : XX (Please Mention)
DOB : 6th July 1976
Languages Known : English, Hindi, Urdu,
Telugu & Arabic

- Organizing IT process milestones and activities pertaining to all support functions; spearheading IT service processes such as Incident, Problem and Change Management.
- Providing remote technical support for troubleshooting daily operational/technical problems from customers, proposing solutions, building customer relationships & developing monthly reports.

Highlights:

- Managed servers, PCs, operating systems, software, hardware, and peripherals to maintain a reliable IT environment.
- Installed and configured Windows Servers (2000, 2003, 2008, 2012, 2016, 2019, 2022) and Microsoft Exchange Servers (2003, 2007, 2010, 2013, 2016, 2019).
- Set up & managed Blackberry BES servers and configured emails for Blackberry users.
- Configured and administered DNS, DHCP, and Active Directory for efficient user and group management.
- Managed LAN, WAN, and VPN networks to ensure stable and secure connectivity.
- Conducted training sessions for help-desk staff, new employees, and team members on office productivity tools and operating systems.

May'04- Mar'07 | IT Project Coordinator
Appware Technologies LLC, Dubai

Jul'03- Jan'04 | IT Resident Engineer
Hutchison Essar South Limited

Jan'01- Jun'03 | Junior Engineer-Computer Support
ACCEL-ICIM Systems & Services Limited, Hyderabad