

Md Ehtesham Alam

📍 Saudi Arabia ✉ ehteshamcse@gmail.com ☎ +966 559699857 🌐 in/md-ehtesham-alam-623900340 🌐 eait.pages.dev

SUMMARY

IT professional with 6+ years of experience in warehouse and office IT infrastructure support. Expertise in supply chain management, proficient in WMS, TMS, and SAP HANA. Skilled in AutoCAD, Civil 3D, and GIS for engineering applications. Adept in Microsoft Office and WPS Office for documentation and reporting. Seeking to leverage technical skills in a reputable organization.

EXPERIENCE

IT Support Specialist

YUKSEL

January 2024 – Present, Saudi Arabia

- **End-User Support & Troubleshooting:** Provided comprehensive technical support to end-users, resolving hardware, software, and network issues. Troubleshot and diagnosed problems related to desktops, laptops, printers, scanners, and peripherals. This included problem solving and problem management for end-user issues. Achieved a 95% customer satisfaction rating through timely and effective problem resolution.
- **Network Administration & Maintenance:** Administered and maintained local area networks (LANs) and wide area networks (WANs). Configured and managed network devices, including routers, switches, and firewalls (Cisco, Linksys). Monitored network performance and ensured network security. Troubleshot network connectivity issues, reducing average resolution time by 15% and optimizing network performance. This involved maintaining records of network system performance.
- **Windows Server Administration:** Installed, configured, and maintained Windows Server environments (Windows Server 2022). Managed Active Directory, Group Policy, DNS, DHCP, and other server services. Ensured server security and implemented best practices for server maintenance. This included setting up accounts on the server.
- **Software Installation & Configuration:** Installed, configured, and troubleshot a wide range of software applications, including productivity suites (Microsoft Office), design software (AutoCAD, Civil 3D), and other business-critical applications. Managed software licenses and ensured software compliance. This involved software procurement and problem management related to software issues.
- **IT System Monitoring & Performance Optimization:** Monitored IT systems, including network performance, server health, and application availability. Identified and resolved performance bottlenecks, resulting in a 10% improvement in system uptime. Implemented preventative maintenance strategies to minimize downtime and maximize system uptime. This included performance monitoring and analysis.

IT Infra Support Engineer

Express Bees

October 2022 – January 2024, Karnataka

- **Provided comprehensive IT support:** Managed and resolved all IT-related issues for users, including hardware and software installation and troubleshooting, with a 95% resolution rate.
- **Ensured efficient incident resolution:** Responded to technical assistance requests, utilizing resources to research and resolve incidents or service requests reported via various channels (call, email, chat).
- **Maintained system security and compliance:** Configured and managed firewalls to protect network resources, configured systems according to company policies, created user accounts, updated Windows patches, and managed network admin access to enhance security.
- **Supported diverse operating systems:** Troubleshot issues on Windows 7, 10, and Ubuntu (versions 18, 20, 22) to improve system performance.
- **Managed hardware and remote support:** Configured printers, scanners, and delivered remote support using tools – TeamViewer, and AnyDesk.

IT-Executive

Future Supply Chain Solution (Shobha Enterprises)

February 2019 – September 2022, Karnataka

- **Provided comprehensive IT-support:** Resolved 98% of all IT-related user issues in warehouses within an average of 2 hours, delivering comprehensive support.
- **Managed IT-infrastructure:** Configured and troubleshot SAP (Hana & Bandhan) systems, oversaw IT-infrastructure for the South Zone (encompassing 10 warehouses/100 users), and maintained network and hardware support to ensure 99.9% uptime and reliability.
- **Optimized network connectivity:** Followed up with network ISPs and configured Cisco switches, access points, and routers to ensure consistent connectivity and optimize network performance, mitigating network latency issues.
- **Improved security measures:** Managed domain migration for 300 users/systems, configured systems according to asset tags with 100% accuracy, and installed CCTV systems to enhance security, leading to a 5% decrease in security incidents.
- **Managed vendor relationships:** Coordinated with vendors to ensure timely support, delivery of IT-infrastructure components within 24 hours, and service delivery that consistently met 95% of SLAs.

SKILLS

Network and Server Administration

- **Network Configuration and Support:** Expertise in setting up, managing, and optimizing network infrastructures, including firewalls (Cisco ASA, Fortinet), switches (Cisco Catalyst, HP ProCurve), routers, access points (Aruba), and load balancers. Hands-on experience with VLANs, VPNs, and network monitoring tools (SolarWinds, PRTG).
- **Windows Server Administration:** Proficient in troubleshooting, configuring, and managing Windows Servers (2019, 2022), including Active Directory, Group Policy, DNS, and domain creation.

Technical Skills

- **Network Troubleshooting and Maintenance:** Expertise in identifying and resolving network issues to ensure uninterrupted connectivity and system performance.
- **Advanced Troubleshooting Skills:** Proficient in diagnosing and addressing complex IT issues across diverse environments.

- **In-Depth Knowledge of Hardware and Software:** Extensive understanding of computer hardware, operating systems, and software applications.
- **Proactive System Monitoring:** Skilled in continuous monitoring to prevent system downtime and identify potential risks.
- **Understanding of IT Infrastructure:** Comprehensive knowledge of IT systems, including servers, networks, and enterprise applications.
- **Network Configuration and Support:** Experienced in setting up, managing, and optimizing network infrastructures.
- **Operating System (OS) Configuration and Support:** Expertise in configuring and troubleshooting operating systems for seamless performance.
- **Backup and Recovery Solutions:** Proficient in implementing reliable backup strategies and performing recovery operations during critical failures.
- **Security and Antivirus Management:** Skilled in deploying and managing antivirus solutions and implementing security protocols to safeguard IT environments.
- **Active Directory Administration:** Proficient in user and resource management within Active Directory environments.
- **Mobile Device Support:** Skilled in configuring and troubleshooting mobile devices to enhance productivity.
- **Printer, Scanner, and Peripheral Device Support:** Adept at troubleshooting and maintaining peripherals for consistent operations.
- **Automated IT Systems:** Experienced in integrating automation tools to streamline workflows and improve efficiency.
- **Remote Desktop Support:** Proficient in diagnosing and resolving IT issues for remote users with minimal downtime.

Software/Tools

- **Ticketing System Management:** Skilled in using IT service management tools for effective issue tracking and resolution.
- **Desktop Management and Remote-Control Technologies:** Experienced with tools that facilitate desktop management and remote troubleshooting.
- **Technical Writing:** Proficient in documenting technical processes, system configurations, and user manuals.
- **Knowledge Base Development:** Adept at creating and maintaining knowledge base systems for improved support efficiency.

Frameworks/Libraries

- **Familiarity with IT Service Management Frameworks:** Knowledge of ITIL and other frameworks to improve service delivery and management.

Cloud Platforms

- **Cloud Solutions Management:** Experience with cloud storage and application hosting for scalability and reliability.

Professional Skills

- **Problem-Solving Skills:** Skilled at developing innovative solutions to complex technical and operational challenges.
- **Time Management Skills:** Proficient in managing multiple priorities and meeting tight deadlines effectively.
- **Communication and Interpersonal Skills:** Excellent in articulating technical information to both technical and non-technical audiences.
- **Analytical Thinking:** Strong ability to assess data and systems critically to identify solutions.
- **Collaboration and Teamwork:** Experienced in working collaboratively with diverse teams to achieve common goals.
- **Ability to Work Independently:** Skilled at managing tasks and responsibilities with minimal supervision.

Industry-Specific Skills

- **IT Standard Compliance:** Knowledgeable in adhering to industry standards, regulations, and protocols for IT operations.
- **End-User Support:** Experienced in providing efficient technical support to users, ensuring high levels of satisfaction.
- **Process Standardization:** Skilled in developing standardized processes to enhance consistency and efficiency.
- **Knowledge Sharing and Troubleshooting:** Adept at training staff and sharing technical expertise to solve complex issues.
- **Documentation and Recordkeeping:** Proficient in maintaining accurate and detailed records for troubleshooting and auditing purposes.
- **Understanding of Data Privacy Standards:** Knowledgeable in compliance with regulations like GDPR and HIPAA to protect sensitive information.

Project Management

- **Training Development and Delivery:** Proficient in designing and delivering technical training to improve staff capabilities.
- **Ability to Identify Upsell Opportunities:** Skilled at recognizing and promoting additional products or services to meet client needs.
- **Project Leadership:** Experienced in managing IT projects from planning to execution, ensuring timely delivery.
- **Helpdesk Management:** Proficient in leading helpdesk operations to deliver exceptional user support.

Additional Skills

- **Knowledge of Software Bug Identification and Resolution:** Skilled in detecting and resolving software defects efficiently.
- **Technical Expertise in Operating System Migration:** Proficient in planning and executing seamless migrations.
- **Customer Service Skills:** Dedicated to delivering excellent client experiences through empathetic and responsive service.
- **Network Monitoring and Optimization:** Skilled in using advanced tools to enhance network performance.
- **System Installation and Maintenance:** Proficient in deploying and maintaining IT systems to meet organizational requirements.
- **IT Asset Management:** Skilled in tracking and managing hardware and software inventories.
- **Diagnosis and Troubleshooting of IT Issues:** Experienced in efficiently addressing a wide range of technical challenges.
- **IT Security Policy Implementation:** Proficient in designing and enforcing robust IT security measures.

Language Skills: English – Fluent, Hindi– Native, Urdu– Fluent

EDUCATION

Bachelors of Engineering in Computer Science

RKDF • Bhopal, M.P. • 2017

Higher Secondary Examination (12th)

Minor in Science & Math • BSEB • Bihar • 2012

Secondary Examination (10th)

BSEB • Bihar • 2010