

**SAMEER NAJAM**

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**Systems/Cloud Engineer**

Extensive experience in system administration, worked for the technical design, planning, implementation, performance tuning, and recovery

Procedures involved in mission-critical enterprise systems.

**WORK EXPERIENCE:**

**December 2013 – September 2020:**

**IT SR. CLOUD SYSTEM & NETWORK(S) ENGINEER.**

**THE SHAMS GROUP PVT LTD DALLAS, TX**

- Administrating and Deployments of Microsoft Windows uptill 2019 and (Windows Azure, Linux (Redhat & CentOS), Amazon, AWS and Mac, Servers
- Virtualizations of Cloud Online Environment, Workstations, Networks, VPN, PABX, VOIP phones & POS Systems
- Administration and licensing of Office365, Share point 2016 and SCCM 2016-2019, MS Teams, Veeam and DPM 2016 Backups Servers.
- Training customers and staff members of Information Technology.
- Providing customer service & after sales support to Clients
- Analyzing systems and identifying potential issues with Servers, Laptops and Desktops
- Introducing and integrating new technologies into existing data center environments
- Administration following ticketing system (Vision, ConnectWise, Zendesk, Dynamic Crm, Zoho)
- Works with Microsoft support on Microsoft application support cases and bug fixes.
- Performing routine audits of systems and software according to company needs
- Managing Windows 2008 Active Directory, DHCP & DNS upto Microsoft 2019 Server R2
- Applying operating system updates, patches, and configuration changes.
- Administration of Microsoft SQL Server 2005 to 2019 (Backup, Creation, Schedules)
- Answering technical queries and assisting users
- Handling Documentation and Costing of IT inventories
- Systems performance tuning, Monitoring.
- Ensuring that the network infrastructure is up and running fine.
- Configuring, Adding and Deleting File Systems.

**August 2012-November 2013:**

**IT- INFRASTRUCTURE ENGINEER**

**MICROSOFT INFORMATION & TECHNOLOGY DALLAS, TX**

- Maintains a thorough understanding of the basics behind the internet and workings (Dns, Security, Ip Routing, Http, Vpn, Email Routing, Spam, Etc).
- Design, setup and configure complex switching environments.
- Design, setup and configure complex wireless networking that supports open or secured access and the ability to support voice and video applications.
- Configuring and Installing Client and Server Network Software's for upgrading and maintaining network and VoIP-based telecommunication systems.
- Maintaining Multi-Site Network Operations and Software Applications, Operating Systems and regular maintenance with both private and public facilities. Provide technical assistance and support to personal and outside vendors.

- Supervising the Administration of Systems and Servers related network to ensure availability of services to authorized users.
- Troubleshooting malfunctions of Network hardware's and software applications, telephones and security systems to resolve operational issues and restore services.

**July 2011- June 2012:**

**IT HELPDESK/IT SUPPORT ENGINEER**

**HP INFORMATION & TECHNOLOGY DALLAS, TX**

- Handles installations of following Operating systems:
- (Windows, WorkStation, UNIX, Linux, NetWare, etc.)
- Sets up Server software's & hardware's, network wiring and devices such as: (Switches, Cisco routers, hubs, Etc.)
- Managing Network's and their Planning and Designing.
- Sets up and Upgrade, Configure Network Software's.
- Sets up Network protocols and Proxies (TCP/IP, IPX/SPX, etc.)
- Applied Network Securities on entire network as demanded.
- Did Network Integration and kept record of Database and Application Systems.
- Did Network Monitoring and Performance Tuning.
- Handled Network troubleshooting
- Did Internet and Email Systems Management.

**ACADEMIC ACHIEVEMENTS:**

**POSTGRADUATION:** Completed (MCS) In 2<sup>nd</sup> Division from University of Karachi 2011.

**GRADUATION:** Completed (BCS) In 2nd Division from University of Karachi 2009

**CERTIFICATIONS:**

**MCSE- (Microsoft Certified System Engineer 2016)**

**CCNA- ( Cisco Certified Network Associate 2011)**