Sadiq Sowath

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Objective

To obtain an IT position that utilizes my experience as an Sr. IT Support having responsibility for all aspects of IT including managing staff and departmental budgets.

Professional Summary

IT Support with over 15 years of IT experience including experience in the areas of LAN and WAN, training and support, telephony, and e-mail and security.   Skilled in designing infrastructure and implementing technology to support large user groups, supporting users at corporate headquarters as well as multiple remote locations, and effectively managing IT budgets as well as IT staff. Proven ability to translate business needs into technology requirements that support the company's business objectives and to successfully manage all phases of IT projects from needs analysis and requirements definition to vendor selection, implementation, and training.

SUMMARY OF QULIFICATION

- More than fifteen years experience in Information Technology.
- Adept at Network and System Administration and Technical Support.
- Knowledgeable in Network Optimization, Memory Management, and Diagnostics.
- Highly familiar Web Designing, H/W, N/W Customer Support Services
- Hard working, detail-oriented, able to Multi-Task efficiently.
- Excellent verbal and written communication skills.

TECHNICAL SKILLS

Operating Systems: Windows 98/NT/2000//ME/XP 2000 & 2003 & 2008 Server Novell Netware 4.1 Dos 6.22 Linux 7.1.

Networking: LAN/WAN, TCP/IP, Ethernet (10/100/1000), IPX/SPX, ISDN, DNS, NetBEUI, Registry Configuration Web Browser Configuration and Installation, Network Support Implementation of DHCP, FTP, TFTP & ADSL

Software Tools: MS Office, PowerPoint, Access, Excel, M.S Project, Visio Outlook, Lotus cc:Mail, Norton Ghost, Citrix Emulator Client, Corel Office Suite, Veritas Backup Exec, Lap Link, Remedy, Net meeting, AutoCAD, Micro Station, Antivirus Software's, HTML,

	DHTML, Java Script VB Script, Front Page Adobe PhotoShop
	Dream Weaver M.S Front Page Crystal Report, & Load Runner
Hardware:	Wireless MAXg Routers, Wireless MAXg ADSL Gateways
	Wireless MAXg PCI Adapters Wireless MAXg Bridge, MAX
	Range Extender MAXg Access Point, Professional Access Point
	Wired Gigabit Ethernet Switches Wired Print Server Storage
	Drives, Switches, Printers, Network Interface Cards and Drivers
	PC Assembly and repair

WORK HISTORY

Henkel Polybit Industries Ltd.
(CERESIT DIVISION)
Sharjah United Arab Emirates
May 23rd 2009 April 2010
Position Sr. IT Support/Web Designer
Writing and editing Websites Projects using Web-based Programming codes such as
ASP, HTML, Access, WYSIWYG AND Java script, Debugged and Troubleshoot
existing Websites and correct errors as required for the client.
Evaluated, Purchased and installed hardware components, applications, service packs and
operating system upgrades.

A&P Paraskevaides & Partners L.L.C
Dubai, United Arab Emirates
Aug 2005 – Nov 2008
Position Network Support / Sr IT Support

LAN and WAN

- Specified and upgraded all computer equipment from desktop to back-end servers
  for all locations.
- Designed and implemented a WAN infrastructure using T1's and Cisco equipment
- integrating legacy
- Integrated NT servers into the network.
- Implemented a VPN solution via the Internet to enable a secure connection between a
  remote location and corporate headquarters. (Thru Sonic Wall)

- Involved in day-to-day operation of Novell (4.X/5.X) network in addition to effort to migrate
- to an all IP network
- Implemented HP Proliant ML 350 Server for 200 users
- Configure and Troubleshoot Wired & Wireless ADSL2 + Gateway
- Perform Site Surveys, and Provide Documentation for Construction Company
- Design the Layout for Cable Installations

- Provide Training to Staff Offsite and Onsite
- Maintain Documents of work perform during the day
- Built and managed network file systems user and group accounts and security system
- Responsible for all PC and Software support for all onsite staff. Carried out Installation, configuration and maintains of all Hardware and Applications as well as Large LAN System
- Maintained all Windows 2000 & 2003 & 2008 servers. Responsible for Backing up Entire Network.
  Implemented Network Security Procedures. . Install and upgrade desktops throughout company. I am responsible for installing and maintaining anti-virus software. Create and maintain user accounts. Maintain Exchange server and accounts. responsible for maintaining the current network through basic Cisco routers and ProCurve 1800-24G Switches configuration, setup VLAN and VPN, Wireless infrastructure for entire network.
- Work continuity and disaster recovery planning

Training and Support

- Implemented computer-based training for Microsoft Office products utilizing Skillvantage by NetG eliminating the need to send users to outside training and providing a means of easily tracking employee progress to the established training requirements.
- Formed and staffed a centralized help desk for coordination of support services throughout the organization to increase the efficiency and effectiveness of support services.
- Created and manage standard desktop images for employees based on job function reducing the time required to install appropriate software on a new PC by copying the appropriate image to a new computer's hard drive instead of loading individual software applications.

E-Mail and Security

- Designed and implemented an STMP-based mail server and standardized the entire
- company on
- Outlook Express including creating an e-mail domain and managing users.
- Migrated to Internet standard messaging and installed T1 connectivity to the Internet.
- Selected and implemented content scanning software, Content Technologies'
- Mailsweeper, to protect
- company assets and minimize exposure

Saq's Systems
Bangalore, India
April 2000 – July 2005
Position: Network Engineer

- Designed and Implemented Local Area Network for Multiple Customers across Bangalore
- Evaluated Customer needs and proposed solutions for those needs
- Assisted in management of various contract customers networks
- Performed various pre-sales technical duties including assistance at industry
- Help negotiate hardware, software and circuit contracts for customers
- Configure and implement Remote Access Solutions VPN, ISDN dial up, Fractional T1
- Provide intranet VPN solution using Cisco 2621 and IPSec Tunneling
- Upgrade Cisco Routers, Switches and Firewall (PIX) IOS using TFTP
- Implement Linux 7.1 & Novel 4.0 and 4.11 Servers
- Analyzed and corrected network troubles and performance issues
- Walk customers through installation and registration process. Identify issued, computer or user generated
- Provide assistance to domestic customers with installation or license registration issue
- Support windows users as necessary
- Troubleshoot operating system, Installing software and hardware problems for customers or user generated

Royal Saudi Air Force
Khamis Mushyat
Sept 1993 – Feb 2000
Position: System Administrator / Network Administrator

- Installed and configured DHCP Client/Server
- Installed and configured workstations for IP/IPX based LAN
- Carried out installation and configuration of NT servers and workstations print Servers, Printers and PCs
- Planned and designed LAN and WAN systems and TCP/IP Subnet Mask
- Performed Memory and CPU upgrades
- Responsible for the entire RSAF office Network issues. .
- Support everyday users on basic PC and Network issues.
- Responsible for maintaining the local NT Server
- Responsible for he Exchange server and user accounts.
- Responsible for the backup of the RSAF office servers.
- Installed and maintained Sector Command servers, various hardware (dumb terminals and Compaq PCs), and various software (Lotus Notes Mail, Office suite,)
- Assembled and Installed a wide array of computers systems, workstations, and Peripheral hardware
-

Creative Micro Systems
Bangalore – India

Nov 1989 – July 1993
Position: Customer Support Engineer

- Configured, installed and maintained LAN and WAN TCP/IP networks.
- Resolving SW & HW issues dealing with configuration, upgrades and parts
  replacement.
- Developed and presented corporate and technical training in public forums
- Analyzed and resolved countless hardware, software and operating system problems
- Cultivated and maintained relationships with new and existing customers, vendors and
  colleagues
- Provided helpdesk support for software applications, operating systems and hardware
  issues.
- Provided helpdesk support for a wide variety of products sold by Maintenance
  Warehouse

EDUCATION

- PASSED Xth YEAR 1983
- PASSSED X11 YEAR 1985
- PASSED BE COMPUTER SCIENCE 1985 TO 1989
- COMPLETED PGDC COMPUTER APPLICATIONS FROM 1985 TO 1989

CERTIFICATIONS

- CERTIFICATE COURSE IN WEB DESIGN YEAR 2000
- CERTIFICATE COURSE IN AUTOCAD IN YEAR 2000
- CERTIFICATE COURSE IN HARDWARE / NETWORKING 1989

Personal Information

Nationality : Indian

Language Skills :

English: /Spoken/Written/Read Kannada: /Spoken/Writing Hindi: /Spoken/Writing Arabic /Spoken

Date of Birth 23-03-1965

Marital Status Married

Number of Children Two

Passport No. J7058209

Place of Issue Bangalore

Validity 27-04-2021 (ECNR)

Reference:: Available on request.

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