Anwarul Mohemed Hassan Ruknuddin



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| **Address:** | Dubai,U.A.E |
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| **Email:** | anwar.ruknuddin85@gmail.Com |
| **Birthdate:** | 21.06.1985 |
| **Nationality:** | Indian |

**Professional Experience**

**IT Senior Support Engineer in Emirates Airlines Group, Dubai, UAE** 04/2011 – till date

* L2/L3 support at the corporate office and Dubai International Airport.
* Infrastructure Project lead for Concourse A at Dubai International Airport and DWC Airport.
* Projects:- Windows 10 deployment, Infrastructure replacement project in Network Control Centre, End of Life replacement project for PC’s, Laptops & Tablets, Hub Room Revamp project, Standardizing Memory upgrade project.
* Working in shifts to support Operational Areas.
* Service Desk Analyst.
* Vendor Management.
* Dmacs/Altea –Check in and boarding system Knowledge.

**IT Support Engineer in Netlink Systems & Solution – Mumbai, India** 07/2008—01/2011

* L2/L3 support at the corporate office.
* Active Directory, DHCP, Exchange server management.
* Used HPSM for problem ticket management.
* Procurement and vendor management.

**System Engineer in TOPSGRUP – Mumbai, India** 06/2006-07/2007

* L1/L2 support at the corporate office.
* Implement Network connectivity and managing clients.
* Supporting Desktops, Laptops, Printers, Tablets, smart telephones and Network.
* Installation and configuration O/S and updates applications, patches, Antivirus and 3rdparty software’s.

**Education**

**Bachelors of Engineering from Bharati Vidyapeeth College, Mumbai University, India** 2003 - 2008

Specialization: Electronics & Telecommunication

**Software Skills**

* Service Now, O365, SCCM

**Languages Known**

* English
* Hindi

**Skills and training**

* Safe 4 Agile Certified
* Azure Fundamentals
* Introduction to Data science
* How to Build Chatbots