



Muhammad Faisal Alvi



House# D/68, Asif Colony, MP Road, Karachi, Pakistan. +92-321-2305009 Faisal_alvi24@hotmail.com
Skype ID: Faisal_alvi24 **LinkedIn:** [linkedin.com/in/faisal-alvi-mcts-6b2522b](https://www.linkedin.com/in/faisal-alvi-mcts-6b2522b)

CAREER OBJECTIVE

I am seeking a position within the Information Technology department & willing to work in a dynamic & challenging environment.

CORE COMPETENCIES

- Microsoft Active Directory Administration
- SCCM deployment & Administration.
- System Patches Vulnerabilities mitigation via SCCM.
- Administration- McAfee, SCEP & AVIRA
- IT Asset Management
- BMC Remedyforce
- Microsoft System Center Service Manager Administration
- Virtualization (Hyper-V)
- Server 2008/2012 R2
- System Administration in Windows
- Service Desk / Technical Support
- BMC Discovery

PROJECTS AT PAKISTAN PETROLEUM

- BMC Remedyforce deployment (ITSM) and process implementation end to end.
- IT inventory / Asset management to develop CMDB of ITIL compliant tool using BMC Discovery.
- Migrate ConfigMgr (SCCM) 2007 to ConfigMgr (SCCM) 2012 R2.
- Deploy System Center Endpoint Protection (SCEP).
- Upgrade Windows 10 Professional using ConfigMgr (SCCM).
- Configure & Deploy DLP for encryption and portable device management.
- Implementation of SCSM - Service Manager i.e. Incident, Change, Problem and CMDB.

CERTIFICATIONS

MICROSOFT CERTIFIED TECHNICAL SPECIALIST [MCTS],

Microsoft, June 2011, Cert ID: 6054558



- 403 TS: System Center Virtual Machine Manager 2008, Configuring
- 400 TS: Microsoft® System Center Operations Manager, Configuring
- 290 Managing and Maintaining a Microsoft Windows Server 2003 Environment
- 270 Installing, Configuring, and Administering Microsoft® Windows® XP Professional

PROFESSIONAL EXPERIENCE

PAKISTAN PETROLEUM LIMITED, Karachi

System Engineer

Oct 2012 - present



- Provided complete IT infrastructure support initiatives onsite and for remote users.
- Maintaining Cloud services support for Office 365, OneDrive & SharePoint services.
- Supervision of SCCM 2012 infrastructure and environment consisting of 2000 clients including over 6 remote offices.
- Providing IP/ISDN video conferencing support.
- Providing IT asset management support using Provance asset management tool for Hardware/Software.
- Develop SOP's and training Manual for Support engineers / End Users.

System Admin Activities:

- McAfee Administration: Antivirus (Workstations/Servers) i.e. Patch Management, Client Management
- McAfee Encryption policy and management on end-points
- Microsoft SCSM (Service Manager) administration with process implementation i.e. develop workflows, approval processes and SQL scripting etc.
- Solely responsible for SCCM Patch management and system vulnerability compliance coordinator- IT Governance
- Deployment of OS & Application deployment, patching, reporting and backend maintenance using ConfigMgr (SCCM).
- Configured Pentaho tool to synchronize/integrate windows Active directory with Remedyforce.
- Configured
- BMC Discovery is configured to discover data center inventory, configuration and relationship data, and maps applications to the IT infrastructure.
- Implementing and Supporting Remedyforce Incident, Service Requests, and Change Management
- Active directory Administration.

TAKHZEEN LOGISTICS & COMPANY, Riyadh- KSA System Administrator Feb 2012 - Aug 2012



- System Admin of Infra operation of a large Logistic company, including Dell PowerEdge servers, Dell GX workstations, Network printers and Microsoft software.
- AD Admin: server 2008 management, maintenance and user administration.
- Avira Antivirus Admin: Updating Antivirus Server Avira End Security and user management on daily basis.
- Responsible for File & Print Server administration and management.
- Assumed responsibility for backing up critical corporate data utilizing EaseUS Todo Backup Advanced Server.
- Administration and updating Firewall WatchGuard's web blocker server database on daily basis.

Warid Telecom (pvt.) Ltd, Karachi

IT Support Engineer Aug 2007 - Feb 2012



- Provide End User Support ~ 3500 users support Nationwide.
- Providing complex technical support to engineering dept. for telecom softwares.
- Providing smooth IT support to Call Center in rotational shifts for Systems, TABS & IP Telephones.
- Providing IT support to all south region franchises regarding online Telecom billing system (TABS).

EDUCATION

BS in Computer Science

OraSoft Training Institute, Karachi

Dec 2005

ADDITIONAL SKILLS/ TRAININGS

- IIS administration
- SQL Server Database Management
- Hardware Troubleshooting Support
- Vendor Management
- Create Reports using SQL Queries
- Microsoft Office Suit
- DNS, DHCP, WSUS
- Presentation & communication skills
- Teamwork

TRAININGS:

- CCNA
- ITIL V3F
- A+ Certification

PERSONAL DETAIL

- CNIC#: 42201-0366878-1
- Passport#: FC1798783
- Marital Status: Married