



Mohammed Abdul Rehman

[linkedin.com/in/mohammedabdul16/](https://www.linkedin.com/in/mohammedabdul16/)

Highly skilled IT System Administrator with a proven track record in enhancing system efficiency and security across various sectors. Proven success in implementing strategies that increased system performance and reduced downtime. With a strong track record in mentoring teams, team leadership, improving user satisfaction and cross-departmental collaboration. With a knack for automating routine tasks and streamlining processes, I am eager to leverage my expertise to drive efficiency and reliability in my next role.

Contact

Phone

+971 586 251 026

Email

abdulrehman16997@gmail.com

Address

Hor Al Anz, Dubai, UAE

Education

2020

Bachelor of Technology

Jawaharlal Nehru Technological University, Hyderabad
Electronics and Communication Engineering

2015

Intermediate

SR Junior College
Maths, Physics and Chemistry

Expertise

- System upgrade and optimization
- Team leadership and Mentoring
- IT security protocols development
- Automation of system maintenance tasks
- Disaster Recovery Planning
- Configuration and operation of computer operating systems
- System performance monitoring
- Problem solving and Issue resolution
- IT Documentation

Certifications

- Microprocessors and Microcontrollers
- Avsec(Aviation Security)
- Autospark Workshop

Experience

2023 January-2024 April

Mithaiwala Group

System Admin

- Provided reliable and efficient IT support to users in a fast-paced environment. Designed and maintained systems to meet organizational needs, minimized downtime and improved system reliability. Collaborated with cross-functional teams to resolve technical issues and plan system upgrades. Developed and implemented IT policies and procedures resulting in enhanced security and compliance
- Developed and executed a robust data backup and recovery plan, Ensuring data availability and safeguarding against potential data loss scenarios
- Managed a team of junior system administrators providing a mentorship and training that improved team efficiency

2022 August-2022 December

Amazon Development Centre India Private Limited | Hyderabad

Customer Abuse Prevention Associate

- Solve analytical problems, and effectively communicate methodologies and results
- Use analytics and data mining techniques to solve complex problems and drive business decisions.
- Employ the appropriate tools, methodologies to discover patterns of risks, abuse and help
- Highlight Issues through available mechanism
- Draw inferences and conclusions, and create dashboards and visualizations of processed data, identify trends, anomalies

2021 June-2022 July

Cognizant | Hyderabad

Process Executive

- Working on the moderation of the listings and making sure accuracy is maintained
- Making sure the listing are completed within the defined SLA TAT time
- Should be able to work independently and understand performance metrics
- Track own performance need improvise based on the business requirement
- Should be able to manage own performance
- Need to be very judgmental in order to make sure that the correct information updated on the map front
- Should be focused to achieve 100% user satisfaction and zero client or customer escalations

Strenghts

- Creative Problem Solving
- Strong leadership
- Efficient resource allocation
- Team Player
- Flexible

Languages

• English
Professinal working proficiency

• Urdu
Native or Bilingual proficiency

• Hindi
Native or Bilingual proficiency

• Arabic
Beginner