

# MD WAHID AKHTAR

## System Administrator & Account Administrator

Najran, Saudi Arabia 66241 ·Wahid.Akhter17@gmail.com·+966 576260190, +918335999235

### PROFESSIONAL SUMMARY

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Accomplished **IT and accounting professional** with extensive experience in **system administration, account management, desktop support, and financial operations**. Adept at managing complex technical environments, ensuring security, optimizing system performance, and maintaining financial accuracy. Skilled in cost management, aging summary analysis, and payment tracking, Strong ability to align IT operations with business objectives, streamline processes, and enhance user satisfaction.

### PROFESSIONAL EXPERIENCE

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#### System Administrator & Account Administrator

2024-Present

##### AL RABEA HOTEL, NAJRAN (Ex Gloria in- ex holiday inn)

- Lead IT support and maintenance for hotel operations, ensuring seamless technology integration
- Oversee **IT infrastructure** to ensure seamless operations and cyber security compliance.
- Administer **Active Directory, Exchange Server, and Microsoft 365**, including endpoint security.
- Lead network configurations, troubleshooting, and system deployments. Manage **POS systems, Opera PMS Server**.
- **Accounting Work:** Analyze aging summaries, manage financial entries, and maintain accurate records.
- **Cost Management:** Review and optimize IT expenditures and operational costs.
- **Payment & Expense Tracking:** Oversee transaction reconciliation, vendor payments, and financial reporting.
- Manage **POS systems, Opera PMS** and ensure compliance with financial regulations.
- Provide technical leadership to enhance operational efficiency

#### System Engineer L1

##### Tech Mahindra through Open View Technologies Ltd. | Kolkata-India| March 2020 – May 2024

- Provided **desktop support**, system troubleshooting, and remote user assistance.
- Managed **network security, Active Directory, Azure Virtual Desktop**, and compliance monitoring.
- Administered **SLA compliance, system deployment, and patch management**
- Administrator for **McAfee Endpoint** , Encryption , DLP ,Anti-virus management
- Provided Support for MS Office /365, MS-Teams and Other Application .
- Collaborated with teams to enhance IT processes and improve user experience.
- Working with **ITIL Framework** and Ticketing Tools (**BMC Remedy , Service Now**)
- **VoIP Configuration** (Avaya & Cisco hard phone /softphone), New Project Ramp-up.

- **MS SQL, Hyperion, Microsoft BI Configuration/Troubleshooting. Zscaler** for internet Proxy

### **Desktop Support Engineer L1**

**Tech Mahindra through Onward E-Services Ltd.| Kolkata-India| April 2018 – May 2019**

- Managed **application configuration, Avaya phone setups, and technical troubleshooting.**
- Supported **Active Directory, system upgrades, and security compliance measures.**
- Provided **desktop support**, system troubleshooting, and remote user assistance.
- Collaborated with teams to enhance IT processes and improve user experience.
- Working with **ITIL Framework** and Ticketing Tools (**BMC Remedy**)
- **VoIP Configuration** (Avaya & Cisco hard phone /softphone), New Project Ramp-up.

### **Desktop Support Engineer Ring 1**

**Tech Mahindra through Kaizen IT Service Pvt. Ltd.| Kolkata-India| April 2017 – March 2018**

- Managed **application configuration, Avaya phone setups, and technical troubleshooting.**
- Supported **Active Directory, system upgrades, and security compliance measures.**
- Provided **desktop support**, system troubleshooting, and remote user assistance.
- Collaborated with teams to enhance IT processes and improve user experience.
- Working with **ITIL Framework** and Ticketing Tools (**BMC Remedy**)
- **VoIP Configuration** (Avaya & Cisco hard phone /softphone), New Project Ramp-up
- Supported MS Office and Windows OS configurations, enhancing productivity.

### **EDUCATION**

<b>NARULA INSTITUTE OF TECHNOLOGY</b>	<b>KOLKATA, INDIA</b>
<b>BACHELOR OF BUSSINESS ADMINSTRATION (HONS)</b>	<b>2012-2015</b>
<b>N.I.O.S</b>	<b>KOLKATA, INDIA</b>
<b>SECONDARY AND SR.SECONDARY</b>	<b>2009-2012</b>

### **IT CERTIFICATION**

- **Certificate Course in MNA+ (Masters in Network Administration) – Jetking info-2016**
- **Certificate Course in Fortinet Certified Associate in Cyber security (Self-paced) – Fortinet Training institute -2025**
- **Certificate Course in ITIL Foundation v4 introduction. 2025**

### **KEY RESPONSIBILITIES**

- ✓ **System & Network Administration** – Infrastructure management, troubleshooting, optimization, Windows OS 7-11 ,Troubleshooting, MS Office 2010-2019 /365 , M365 admin , Patch update , system encryption and DLP ,Compliance Management. VoIP (Avaya & Cisco), Azure, AVD, CCTV, Biometric device, Zscaler, Desktop Support
- ✓ **Accounting & Financial Management** – Cost analysis, payment tracking, transaction reconciliation.
- ✓ **Endpoint Security** – Managing antivirus and cyber security protocols (Kaspersky, McAfee,).
- ✓ **Remote Support & SLA Compliance** – Helpdesk operations, SLA monitoring, and escalation handling Remote assistance, Ticketing Tool (BMC Remedy /Service Now.
- ✓ **Server Management** – Exchange Server, Active Directory, SQL Server administration.

✓ **Cloud Management** – M365 Exchange Server, Google Cloud Workspace, Opera PMS, Microsoft Intra ID, Azure Virtual Desktop and Virtual Machine and Basic management of Intune

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#### TECHNICAL SKILLS

- ☐ **System Administration:** Active Directory, Exchange Server, Microsoft 365, Endpoint security.
- ☐ **Account Management:** Aging summaries, cost management, financial reporting, POS systems.
- ☐ **Networking:** Cisco devices, VLAN, ACL, firewall configuration, troubleshooting.
- ☐ **Security & Compliance:** Kaspersky, McAfee Endpoint Security, Zscaler Proxy.
- ☐ **Server Management:** Windows Server (2008/2016), Azure Virtual Desktop, Citrix Workspace.
- ☐ **IT & Financial Tools:** SCCM, SQL Server, Service Now, Opera PMS, BMC Remedy, VPN tools.
- ☐ **Infrastructure & Hardware:** PC troubleshooting, biometric device configuration, CCTV management.
- ☐ **Cloud :** M365 Administrator , Google Cloud, Azure , Opera Cloud.

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#### KEY SKILLS

- ◆ Strong problem-solving & analytical abilities.
- ◆ Excellent communication, leadership, and financial management expertise.
- ◆ Adaptable to fast-paced IT and accounting environments.
- ◆ High ethical standards & commitment to quality service.
- ◆ Expertise in ITIL service management frameworks & financial oversight
- ◆ Adaptability and flexibility
- ◆ Knowledge of IT service management frameworks (e.g., ITIL)
- ◆ Familiarity with industry-specific software and technologies

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#### PERSONAL DETAILS

Name	:	Md. Wahid Akhtar
Father's Name	:	Md. Nasim Akhtar
Date of Birth	:	17th October 1994
Areas of Interest	:	Listening to music and playing soccer
Marital Status	:	Married
Language Proficiency	:	English, Hindi, Urdu, Arabic and Bengali.
Passport No	:	
Nationality	:	Indian
Permanent Address	:	East BeraBeri, P.O R.Gopalpur, P.S Narayanpur, Kolkata West Bengal, India, Pin 700136

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#### DECLARATION

I hereby declare that all the above stated information is true to my knowledge and belief without any falsification.

Date :  
Place :

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MD.WAHID AKHTAR

