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**IT Professional**

Cisco Certified professional with hands-on approach in networking, system administration, Computer

engineering, client relations and customer service. Hold competencies in installation, maintenance and

troubleshooting of hardware – software with knowledge of multiple technologies. Willing to gain professional

work experience in challenging IT work environment to show excellent work skills gained from past service

records. Performed well under work pressure, met project deadlines successfully and resolved customer

support issues effectively. Possess excellent analytical, problem solving, troubleshooting, coordination,

client support, interpersonal, time management and communication skills.

**Strengths**

Installation, Configuration, Troubleshooting skills

User requirement analysis & support abilities

Effective client and technical support skills

Good command over English

**Qualifications**

**Cisco Certified Network Associate (CCNA)**

**Microsoft Certified System Engineer (MCSE)**

**Computer Hardware And Maintenance (A+)**

**Bachelor of Technology,** Computer Engineering, JNT University, India

**IT Proficiency**

Server : Windows Server 2012/2008, ADS, DNS, DHCP, IIS, NAS, Backup Server, Web Server,

MS SQL Server

Software and

Applications

: Windows-8, Windows-7, Outlook 20XX/OWA, RPC/HTTP, Mobile Devices, ERP Application,

Biometric System, Firewall, VPN, Antivirus, Anti-Spam, and Virtualizations like VMware,

Microsoft Virtual PC

Networking : Cisco Switches, Routers, Firewalls, PoE Switches, Wireless Router, Access Points, LAN,

WAN

**Achievements**

Scored 93 percentile and Listed in top 7% of the candidates in India who participated in 8th NIIT

National IT aptitude test.

Displayed abilities in handling problems as opportunities and dealing with difficult challenges.

Demonstrated superior performance in all assigned job profiles.

Recognized as a quick learner who can easily understand and adapt company processes.

**Work Experience**

**Network Engineer,** I-Phoenix Solutions, India 1 July 2014 – 31 December 2014

***Duties***

Configured and updated new software/ hardware, LAN switches, routers, IP Phones and

internet connectivity.

Installation and troubleshooting Network devices for the clients. Installing and configuring the

Servers, PCs, Printers and Scanners etc for the customers at different locations.

Administered troubleshooting of hardware/software issues of computers, laptops, printers,

scanners and network devices.

Uphold and manage computer networks and related computing environments, including

computer hardware, systems software, applications software and all configurations.

Facilitated configuration and maintenance of Microsoft Windows 8/7. LAN/WAN equipments.

Handling installation of Windows Server 2012 and preparing server to install applications

Responsible in maintaining Windows Servers 2012, Active Directory Objects, Domain

Controller, DNS, DHCP, Group Policy, permissions and access rights.

Facilitated hardware/ software configuration including installation, upgrade and support of

Windows 8/7, antivirus plus server 2008/2012. .

Provided support to end users on hardware/ software issues, computer workstations/ laptops

and LAN problems troubleshooting.

Install, configure and upgrade working systems and software; change specific application for

use in departments. Install, assemble and configure computers.

Install, configure, administer and support Windows Server and clients including user

definition, access control, folder and files controls.

Handled periodic and regular back-up.

**Academic Projects**

***Audit Service Outsourcing For Data Integrity In Clouds***

Provable data possession (PDP), a cryptographic technique for verifying the integrity of data

without retrieving it at an untrusted server, can be used to realize audit services.

**Personal Details**

Nationality : Indian

Date of Birth : 22nd October 1991

Nationality : Indian

Marital Status : Single

Languages : English, Malayalam, Hindi & Arabic