**RESUME**

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**NEELAKANDAN**

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**TECHNICAL SKILLS**

* Install, Configure, Upgrade, Maintain and Support Desktop& Laptop systems.
* Sound Knowledge of various operating systems and security software.
* Proficient in best networking practices.
* Network Traffic Analysis and bandwidth monitoring.
* Sound Knowledge in troubleshooting.
* Ability to Monitor network(s), LAN, WAN, devices, system logs, utilization and availability.
* Managing user accounts, permissions, passwords, email, and anti-virus.
* Setting up of Local Policy, Domain policy and Domain controller policy.
* Installing Webservers like Apache Tomcat, IIS
* Desktop sharing using RDP/Lync/TeamViewer
* MS Outlook configuration and backup.
* Configuration of Virtual Private Networks (VPN)
* Configuration of Samba and NFS (Network File System).
* Configuration of DNS, DHCP, Squid (Proxy Server).
* SSH, Telnet and VNC Servers and client.
* Implementing Active Directory Services.
* Setting up of Access list to secure the network.
* Using Windows Deployment Service in Windows Servers.

**CAREER HISTORY**

**Present:**

Working as a **C**ustomer **S**upport **E**ngineer (IT & AV) in **Techserve – Al-FuttaimElectronics,** Dubai from June-2016 to Till Date.

During this period worked as a CCTV Commissioning Engineer in Doha Festival City-Qatar.

Toshiba Laptop Technician in Techserve – IT Division.

Video wall Installation and Configuration Project Works Handled in Dubai.

LED Video Wall Pole Installation and Configuration Project in Fujairah.

Home Automation Project with C4 Product in Abu-Dhabi.

**Previous:**

Worked as a Desktop & Laptop Service Technician at **SKY SERVICE POINT,India**from

Oct 2012 to Sep 2015.

Worked as a Hardware and Networking Technical Support at **TROPIC COMPUTERS, India** from Mar 2005 to Sep 2012.

**Duties:**

* Working as part of a multi-disciplinary team.
* Manage and monitor all installed systems and infrastructure.
* Install, configure, test and maintain operating system, application software’s and system management tools.
* Monitor and test application performance for potential bottlenecks, identify possible solutions, and work with concern team to implement those fixes.
* Manage Network Products Switch (D-Link DES 1008A, 1016D and 1024D), Access Points (Cisco), Bridge (TP-Link), and PoE; Troubleshooting Network problems.
* Provide IT support for users by Engineer visit, Phone and Remote through MS Lync.
* Supporting windows desktop technologies.
* Performing complex implementation and maintenance tasks on the LAN and WAN.
* Creation and managing of monthly PAV List.
* Identification of UP link cables and cable tagging Activity.
* Recovery activity for network Failure.
* Maintain Data Backup Policy.
* Participating in 24x7 on-call rotations.
* Configuration of IP based MF Printer, scanners, webcam etc.
* Trouble shooting and maintenance of Desktop & Hardware related problems.
* Configuring exchange accounts in both desktop (MS Outlook and outlook express) and mobile and backup mails from Exchange as PST file.
* Maintenance and support for CCTV and Biometric device.

**SOFTWARE SKILLS**

APPLICATIONS : MS-Office & Operating Knowledge in SAP.

OPERATING SYSTEM : Windows family, Red Hat Enterprise Linux 5.7 and 6, Dos

SERVERS : Windows 2008 & 2012 Server

**CERTIFICATION COURSES**

* Microsoft Certified Professional (MCP),2003.
* Networking Technology (Leading to NETWORK+ Certification),2003.
* CMS Certified of Network Specialist at CMS Computer Institute - India,2003.
* Hardware & Networking Coursefrom GK Micro Systems - India,2005.
* Laptop Chip Level Service Trainingfrom Sky Service Point - India ,2013.

**EDUCATIONAL QUALIFICATIONS**

**Board of Higher Secondary Education, TamilNadu**.

**Scott Cristian Higher Secondary School – 2001, India.**

**STRENGTHS**

* Positive attitude
* Confident and determined
* Hard Working
* Zeal to learn new technologies
* Adaptable to new environment

**PersonalProfile: -**

DOB : 12-Feb-1984

SEX : Male

NATIONALITY : Indian

MARTUAL STATUS : Married

LANGUAGES KNOWN : English, Tamil, and Malayalam.