**

**FUVAD**

**CAREER OBJECTIVE**

*An innovative, multi-disciplined and solutions-oriented IT Technical Support Engineer, having experience with a consistent track record of designing, implementing and integrating cost-effective, high-performance technical solutions, seeking opportunity to work in a challenging and creative environment towards the goals of the organization.*

[*Fuvad.229224@2freemail.com*](mailto:Fuvad.229224@2freemail.com)

*Dear Sir,*

*Regarding the subject post of* ***IT Technical Support Engineer*** *in your esteemed firm; please find my attached CV for your kind consideration.*

***During my career as an IT Engineer in Network and System Technical support,*** *I have achieved good knowledge and experience in the Installation, Configuration and Maintenance of IT infrastructure and good in troubleshooting of both System and Network Issues.*

*I look forward to hearing from you soon.*

**PROFESSIONAL EXPERIENCE**

1. **IT Support Engineer**

Organization: **MILLIMINDS SOFTWARE SOLUTIONS PVT LTD**

Duration: December 2014 to Present

**Job description and duties**:

* Installing and configuring computer hardware operating systems and applications
* Monitoring and maintaining computer systems and networks.
* Adding and maintain new user accounts by Active Directory feature.
* Troubleshooting system and network problems and diagnosing and solving hardware or software faults
* Supporting the roll-out of new applications
* Providing support, including procedural documentation and relevant reports

1. **Network Engineer – Network Operations Control Room**

Organization: **SIFY TECHNOLOGIES LIMITED**

Duration: May 2013 to June 2014

**Job description and duties**:

* Ensuring maximum possible service availability for Sify’s Kerala region network nodes.
* Analyze IP network performance and take proactive actions and preventive measures to monitor and enhance the network performance including hardware upgrades, new installation etc.
* Support engineering teams on new product/feature implementation, node deployment and technical support matters.
* Support the expansion, upgrades and roll-outs of new network infrastructure involving hardware such as routers and switches, associated software, network monitoring and management systems.
* Coordinate with BSO for implementation and commissioning of POI and infrastructure connectivity.
* Coordinate with the engineering teams and other teams for “Muthoot fincorp” project’s feasibility studies and installations.
* Performed various coordinating duties such as documenting, faxing, mailing, and

organizing filing system.

* Conducting operation & maintenance activities (CM & PM activities)
* Configuration of Cisco routers and Switches
* Hardware Trouble shooting skills
* Setting up of Access list to secure the network
* Configuration of RIP , IGRP ,OSPF
* Configuration of ADSL Router for Internet connectivity
* Setting up of VLANs
* Configuration of FORTIGATE firewall routers.

1. **System Administrator**

Organization: XENIQ SCIENTIFIC SOLUTIONS

Duration: December 2012 to April 2013

**Job description and duties**:

* Provide general and routine technical support for installation, configuration, and updates to Operating Systems and non-OS vendor application
* Actively coordinates with team members and other groups to effectively perform

general and routine requests such as backup, restores, permissions changes, and testing.

* Provides basic Windows Server and administration support for daily operations.
* Develop and maintain installation and configuration procedures.
* Repair and recover from hardware or software failures.  Coordinate and communicate with impacted constituencies.
* Perform ongoing performance tuning, hardware upgrades, and resource optimization as required.  Configure CPU, memory, and disk partitions as required.
* Create, change, and delete user accounts per request.

**TECHNICAL SKILLS**

* Operating Systems : Windows XP, 7,8, Server2012
* Basics of C,C++
* Installation of windows XP,7,8, Server2012
* Knowledge in MS OFFICE
* Knowledge in Active Directory and other Windows Server tools
* Installation and troubleshooting of computer Hardware and software
* Knowledge in designing CISCO networks using packet tracer software
* Implementing access lists in routers to secure network
* Design ,Installation and Troubleshooting of LAN and WAN networks
* Configuration of ADSL router for Internet connectivity

**EDUCATIONAL BACKGROUND**

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| http://upload.wikimedia.org/wikipedia/en/thumb/4/49/Anna_University_Logo.svg/150px-Anna_University_Logo.svg.png | |
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**B.TECH - BACHELOR OF TECHNOLOGY -** 2012

**INFORMATION TECHNOLOGY**

Mohammed Sathak Engineering College

Kilakarai, Tamilnadu

Anna University, Chennai

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**TECHNICAL - CCNA** (Cisco Certified Network Associate)

**MCSE** (Microsoft Certified Solution Expert)

**DCHN** (Diploma in Computer Hardware and Networking)