**CURRICULUM VITAE**

**ATTRIBUTING TO THE POSITION OF IT ADMINISTRATOR**

***GERALD***

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***PROFESSIONAL OBJECTIVE***

**I am an enthusiastic, hands-on IT Expert, seeking a job placement where I can deploy my knowledge and skills in the Information Technology industry. I have a high desire to work with professional groups and individuals of project holders. I enjoy closely following the latest changes in technology and applying this to my duties wherever and whenever relevant.

***EDUCATION***

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| --- | --- | --- |
| **INSTITUTE** | **COURSE DESCRIPTION/CERTIFICATE** | **YEAR** |
| PUNJAB TECHINCAL UNIVERSITY JALANDHAR-INDIA | **MASTERS IN COMPUTER APPLICATIONS (1st Class)** | 2012-2014 |
| PUNJAB TECHINCAL UNIVERSITY JALANDHAR-INDIA | **BACHELORS OF SCIENCE IN IT (1st Class)** | 2008-2012 |
| CRESTED SEC SCH-UGANDA | **A LEVEL (Pass)** | 2006-2007 |
| CRESTED SEC SCH-UGANDA | **O LEVEL (1st Division)** | 2001-2005 |

**TRAINING AND CERTIFICATION**

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| **INSTITUTE** | **COURSE DESCRIPTION/CERTIFICATE** | **YEAR** |
| JETKING CHANDIGARH-INDIA | **CCNA**  **TRAINING IN NETWORKS ADMINISTRATION** | 2014 |
| MORPHY ACADEMY CHANDIAGRH-INDIA | **CERTIFICATE IN GRAPHIC DESIGNING**  **TRAINNED AND CONTRIBUTED TO DEVT OF SOME GRAPHICS ON A SHORT ANIME FILM** | 2014 |
| NATIONAL INSTITUTE OF COMPUTER TRAINING CHNADIGARH-INDIA | **CERTIFICATE IN INTERNET & WEB DEVT** | 2013 |

***PROFESSIONAL EXPERIENCE***

**REAL KAIZEN SOLUTIONS LTD *– UGANDA 2014( System admin / Help Desk)***

***Duties & Responsibilities***

* Designing and preparing all graphics like photos, logos, Documentation, etc
* Web Designing.
* Diagnose hardware and software problems, and replace defective components.
* Perform data backups and disaster recovery operations.
* Maintain and administer computer networks and related computing environments, including computer hardware, systems software, applications software, and all configurations.
* Plan, coordinate, and implement network security measures in order to protect data, software, and hardware.
* Operate master consoles in order to monitor the performance of computer systems and networks, and to coordinate computer network access and use.
* Perform routine network startup and shutdown procedures, and maintain control records.
* Photograph layouts, using camera, to make layout prints for supervisors or clients.
* Produce still and animated graphics for on-air and taped portions of television news broadcasts, using electronic video equipment.
* Create designs, concepts, and sample layouts based on knowledge of layout principles and esthetic design concepts.
* Determine size and arrangement of illustrative material and copy, and select style and size of type.
* Monitor network performance in order to determine whether adjustments need to be made, and to determine where changes will need to be made in the future.
* Train people in computer system use.
* Load computer tapes and disks, and install software and printer paper or forms.
* Gather data pertaining to customer needs, and use the information to identify, predict, interpret, and evaluate system and network requirements.
* Analyze equipment performance records in order to determine the need for repair or replacement.
* Maintain logs related to network functions, as well as maintenance and repair records.
* Research new technology, and implement it or recommend its implementation.
* Maintain an inventory of parts for emergency repairs.
* Coordinate with vendors and with company personnel in order to facilitate purchases.
* Design, configure, and test computer hardware, networking software and operating system software.
* Recommend changes to improve systems and network configurations, and determine hardware or software requirements related to such changes.
* Confer with network users about how to solve existing system problems.
* Online and Social marketing strategies.
* Maintenance of its database and data backup.
* Client Support.
* To maintain healthy relationship with vendors for price negotiation.
* To keep track of employee activities relating to import and export.
* Responsible for updating windows patches and anti-virus software on windows servers and desktop computers
* Identify, troubleshoot and resolve hardware, software and network-related problems reported by end users.
* Install, maintain, and configure system hardware and software according to company policies

**RT OUTSOURCING SERVICES LTD-INDIA 2012-2013(IT Support)**

***Duties & Responsibilities***

* Compiled and edited monthly reports activity reports.
* Daily user databases. .
* Customized databases to suit unique different departmental needs.
* System administration.
* Train end-users on the use and features of the various operating systems and applications on the various platforms.
* Web Hosting, Maintenance and Domain.
* System administration
* Install, maintain, troubleshoot and upgrade application hardware and software. Order and stock equipment and supplies when necessary.
* Interact with vendors to resolve hardware and software issues; tests possible solutions and implements solutions and analyze bugs in system and application software.
* Online promotion and marketing.
* Ms Word documents preparations.
* Software installations and Updating.
* Perform routine maintenance and inspection of network and server systems. Perform data backups and disaster recovery operations
* To ensure that all documents are submitted to their predestinated departments before the required submission date expires.
* Performing edits on documents before submitting them for approval in order to prevent specific forms of company documentation from being disqualified.
* perform non-routine duties as assigned
* Manages Outgoing/Incoming Project Documents
* keeps track of all company records by looking through both hard files and computer database files on a regular basis.
* Train end-users on the use and features of the various operating systems and applications on the various platforms.
* Web Hosting, Maintenance and Domain.
* Hardware maintenance.

**GENSYS INFOCARE-INDIA -2011 (Tele sales and Internet marketing)**

***Duties & Responsibilities***

* Telesales and marketing
* Technical Support Outbound Voice Process.
* Sales closing and making plans to gain more business.
* Social Marketing.
* Selling a range of Technical services to clients.
* Selling a range of IT Products
* Selling Investment product like Demat A/c, Mutual Fund, PMS, Life Insurance
* ******Generating references from existing clients

**SKILL SUMMARY**

* Experience in installation, configuration and maintenance of hardware, software and related computer equipments.
* Experienced in installation, configuration and administration of servers and desktop Operating Systems**.**
* Well versed in configuring DHCP, DNS, Active Directory, IIS and WDS in windows 2008 and 2012 platforms**.**
* Maintain IT infrastructure and manage help desk issues.
* CCTV installation and maintenance plus Access Control.



***TECHNICAL SKILLS***

**APPLICATIONS**

* Knowledge and Application of:
* Microsoft office (Word, Excel, Power-Point, Access),
* Operating systems
* MicrosoftWindowsNTServer4.0/NT Workstation 4.0.
* Microsoft9X/ME /2000/XP Professional Workstation.
* MicrosoftWindowsHome Basic/Home Premium/Vista Ultimate& Pro.
* MicrosoftWindowsServerand Exchange Server2000/2003/2007/200 8 R2.
* MicrosoftWindows VistaBusiness/Vista Standard SmallBusiness Edition/Vista Enterprise.
* Microsoft Windows 7 or 8 or 8.1 Starter / Premium / Professional / Enterprise / Ultimate.
* MicrosoftProxy/ISAServer2000/2004.
* MicrosoftWindowsSmallBusinessServer2000 /2003/ 2008 R2.
* Microsoft IIS.
* SCOUNIX.
* Red HatLinux 7.2.
* Sun Solaris8.0.
* Graphic Designing
* Photoshop,
* CorelDraw,
* Adobe Illustrator
* 3D max
* C4D
* And ability to learn fast many more state of the art Software.
* Web Application, Web Hosting, Email Solution, Domain Registration with Management & Support

**COMPUTER HARDWARE**

* Computer assembling and maintenance.
* Dell/IBM/Compaq /HP and Intel based Servers.
* Dell/IBM/Compaq /HP /Fujitsu/ LenovoAcerand Compatible workstations.
* Dell/IBM/HP Compaq/Toshiba/Sony/Fujitsu/Nec/Acer/ Lenovoand Compatible Laptops
* Assembling and troubleshooting.
* Infra Structured Cabling.
* Touch ScreenFabricationin LCDand CRTmonitors.
* Cisco,3-Com, Sonicwall,Linksys, Proxim, NetGear,Us robotics&C- Net-Networking products.
* Umax/HP/Cannon/Epson/Fujitsu/AcerFlatbed Scanners, Xerox, Smart Scan.
* IBM/Lexmark/HP/Cannon/Epson/Fujitsu/Nec/Star Printers (Laser, Inkjet, Dot Matrix.)
* Troubleshooting hardware and software problems.
* Installing and configuring the peripherals, components and computer drivers.
* Installing software and application to user standards.
* Configuring and troubleshooting desktops, laptops and servers
* Familiar with various hardware tools like servers, printers, VoIP, networking and telecommunications devices
* Excellent troubleshooting skills in complex software and hardware problems.
* Installed Hard disks, Floppy drives, CD Drives, Sound cards, CPU, Memory, Power supply unit, Network card, Video graphics card, Hard disk controller card on computers.
* Troubleshooting of personal computers. On line Support to customers concerning their computer problems.

**NETWORKS**

* Configuring, Managing and Maintaining Networking Equipments.
* Managing and Maintaining the Servers, PC’s, Routers and Switches.
* Troubleshooting of Computer hardware related problems such like UPS, SMPS, Printer and Drivers.
* Virus Protection and Eradication.
* Installing configuring administrating software applications.
* Good understanding of OSI Model, TCP/IP protocol suite (IP, ARP, ICMP, TCP, UDP, SMTP, FTP, TFTP)
* Well understanding of Bridging and switching concepts and LAN technologies.
* Provide training to staff at the customer location.
* LAN/WAN design and implementation using Cisco routers, hubs and switches.
* IP addressing and sub netting, Routing concepts.

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***PERSONAL ATTRIBUTES***

* Good technical background about this industry.
* I love helping disadvantaged people and voluntary work.
* Honesty and integrity.

***Completed Course Work***

* Graphic Designing
* Web Programming/Designing
* Networking
* Hardware Handling and Maintenance
* C language
* C++ language
* Java
* ******Data Base Management System-Sql MySQL, SQLServer2008.

***ACHIEVEMENTS***

* Elected best student in Computer skills of the year 2002, at High school.
* ******Awarded Volunteer Certificate from Mother Teresa Chandigarh for helping volunteer to help disadvantaged students with Basic Computer Knowledge.

***HOBBIES***

* ****Keeping up with latest technology, reading, keeping up with current affairs, rugby, car races, meeting new people, travelling, Learning about new cultures, Voluntary work, etc