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JOB REQUIRED: A suitable position requiring analytical, technical and project management skills to ensure that my experience and skills are efficiently utilized. Opportunities offered for training and career development within the organization. I would welcome an opportunity to speak with you to evaluate IT needs & share my ideas.

# PROFESSIONAL RECORDS & EXPERIENCE: 7 YEARS

• 7+ years of extensive experience in supporting computers and networks  
• Highly skilled in troubleshooting hardware, software, LAN, WAN and operating system issues  
• In-depth knowledge of Maintaining the Hardware and Networking   
• Hands-on experience in Desktops, Laptops, Printers, Scanners trouble shooting in addition to a number of software programs

# WORK EXPERIENCE

Serving **Smart technologies cochin** as **IT Technical and Desktop support engineer** from 2014 feb up to till date

**DESKTOP SUPPORT SKILLS**

Demonstrated ability to provide user support by means of remote access tools  
Proven skills in Windows 7,8 Microsoft Office 2007/2010/2013 and Antivirus software  
Documented success in responding all inquiries and tickets in a timely manner

**Project Knowledge & Job Responsibilities**

* Implementation of LAN Network setup & maintaining the setup
* Maintaining the Hardware and Networking for the end users problems
* Desktops, Laptops, Printers, Scanners trouble shooting
* MS Office Applications Support (Excel, Word, PowerPoint and Outlook)
* Oversaw the investigation and resolution of hardware and software issues both remotely and onsite
* Recognize a network problem, identify the source of the problem, and resolve it
* Installation of network printer & local printer, printer restriction to client
* Servicing Computers, Printers & Accessories
* Installation & maintaining of backup & restoration
* All Kind of Desktop Application Support
* Antivirus installing and virus control, internet restriction and USB block
* Configuration of Cisco Routers
* Configuration of Cisco switches
* Documenting and upgrading circuit built – up details
* Maintaining the configuration and password change register
* Provided end-user technological support for computer and LAN related issues
* Setup, deployed, and maintained of end-user machines
* Assisted in discovery, research and resolution of technical issues

# WORK EXPERIENCE

Serving **Jarirbookstore Group ltd Saudiarabia,riyadh** as **IT Technical and Desktop support engineer** from 2012 December up to January 2014

**DESKTOP SUPPORT SKILLS**

Demonstrated ability to provide user support by means of remote access tools  
Proven skills in Windows 7,8 Microsoft Office 2007/2010/2013 and Antivirus software  
Documented success in responding all inquiries and tickets in a timely manner

**Project Knowledge & Job Responsibilities in JARIRBOOKSTORE LTD - (SAUDIARABIA)**

* Implementation of LAN Network setup & maintaining the setup
* Maintaining the Hardware and Networking for the end users problems
* Desktops, Laptops, Printers, Scanners trouble shooting
* MS Office Applications Support (Excel, Word, PowerPoint and Outlook)
* Oversaw the investigation and resolution of hardware and software issues both remotely and onsite
* Recognize a network problem, identify the source of the problem, and resolve it
* Installation of network printer & local printer, printer restriction to client
* Servicing Computers, Printers & Accessories
* Installation & maintaining of backup & restoration
* All Kind of Desktop Application Support
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**INTERPERSONAL SKILLS**

• Excellent communication and relationship-building skills  
• Ability to communicate effectively with at all levels of employees and management  
• Exceptional customer service skills

**Dell Certified Systems Expert (DTT ID 222088)**

* 1. Foundation 2010 Desktops Certification
* 2. Foundation 2010 Portables Certification
* 3. Alien ware
* 4. Mobile Video Evidence Management

**HARDWARE SKILL:**

* Trouble shooting the networking related problems & maintenance of HCL, HP, Dell, Laptop and Desktop support for full Hardware issues data backup for fault hdd
* Fault finding & troubleshooting of Laptop, Printer, Desktop monitor, SMPS, Motherboard ,LCD, related issues
* Installation of device drivers & hardware components.
* Assembling the new Pc’s with compatible specification.
  + Cabling and crimping for the systems, phone and modems.

**NETWORK&TECHNICAL SKILL:**

* Setting of small & medium sized networks with bus & star topology
* Cabling & crimping for the systems, hubs, switches & routers.
* TCP/IP Services, IP addressing & sub-netting configuration
* Trouble shooting of enterprise application response problems & connectivity issues.
* ADSL modem and Wireless router configuration and troubleshooting.
* Firewall, security, internet connection & sharing.
* Configuring and administered e-mail within an exchange 2003 environment

**WORK EXPERIENCE:**

1. **Serving TVSE SERVICETEC LTD as a Team lead(Dell support) from 2010 December up to December 2012**

**OBJECTIVE OF PROJECT:**

The objective of the project is assembling of the desktop and dell notebook with the individual components like Motherboard, Processor, RAM, Hard Disk, CD drive, Key board and Mouse etc; Installation operating system and configuring it.

1. **Serving CARE IT SOLUTION LTD as a Hardware Laptop & Desktop service Engineer from 2008 feb up to November 2012**

**ACADEMIC QUALIFICATION: -**

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| --- | --- | --- | --- |
| **Exams Passed** | **Class** | **Year of Passing** | **Board** |
| Diploma in Electronics communication engineering | 65% | (2003-2006) | KNSK COLLEGE OF ENDINEERING |
| SSLC | 75% | 2002 | DVD MARTIC SCHOOL |
| Hardware | First | 2007 | NIT Computers |

**PERSONAL PROFILE: -**

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| --- | --- |
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| **Date of Birth** | 05/07/1986 |
| **Languages Known** | English, Tamil & Malayalam, Arabic(understand) (Read, Write, Speak ) |
| **Married Status** | Married |
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**PERSONAL SKILLS**:

I am a team player with positive attitude, who has key skills passion for learning, result oriented

and a person with perseverance