**First Name of Application CV No:** **1651332**

Whatsapp Mobile: +971504753686



Self-motivated individual who has proven abilities to work effectively in a team or individually achieving targets- quickly, accurately and effectively. Seeking **Mid /Junior level assignments in IT** in a growth oriented organization.

**Key Technical Skills - (Networking, Administration & Troubleshooting)**

* **Manages network operations** to include: **T**roubleshooting connectivity problems; **I**nstalling, Configuring, Administrating & maintaining firewalls and switches; **A**dding/Terminating users; **A**ssigning rights and access; **R**esetting passwords; **E**stablishing e-mail addresses; **A**ssessing and reporting operational status; **P**erforming backups, restores & report generation; **P**erforms routine & preventive maintenance on hardware and software.
* Troubleshoot networks, systems, and applications to identify and correct malfunctions and other operational difficulties.
* Involve in design, testing, implementation, operation and maintenance of the company network in Windows 2003 & 2008 server. Utilization of diverse security technologies such as antivirus and proxy server.
* Configuring DHCP and DNS; Modems & Data cards.
* Configuring and administration of proxy servers print servers and network printers.
* Configuring and Troubleshooting of mail clients like Outlook and Thunderbird
* Installing and configuring operating systems like Windows various versions, Windows server 2003 & 2008 R2 and Ubuntu Linux LTS.

**Experience – Total 5.5 years**

**Elite Group Companies (FMCG) -**  **Jr.Executive – IT** (Dec 2012 - March 2016)

Elite group is a leading food manufacturing company in India having 10 production units, 22 depots and five outsource units spread out all over India.

**Responsibilities:**

* Help Desk Support (Like Hardware and Operating System Issues, Preventive Maintenance, Networks and Applications)
* Proficient in Handling Escalated Calls and Providing 1st & 2nd Level Technical Support for End-Users.
* Provide The Remote Support & Net Meeting Support Using Teamviwer, Vnc Viwer , Ammy Admin and Remote Desktop.
* MS Outlook, Mozilla Thunderbird, Data Backup and Troubleshooting.
* Firewall Administration.
* Ubuntu Linux LTS Installations.
* Database Administration of Terminal Hosts.
* Vmware Basic Installation and Configuration.
* Installing and Configuration of Modems and Data Cards.
* Creation and Management of Domain and User Accounts as well as Assign Access Rights and Permission to Use Internet Facility.
* Installation and Configuration of Network Printers & Scanners and its Basic Troubleshooting.
* Maintain the IT Assets List.
* Installation of Antivirus, Patches & Updates from Backend Side & Frontend Side.

**TCC-WIPRO** - **Service Engineer** - ( August 2010 – December 2012)

TCC-Wipro is a Leading supporting franchise office of Wipro Ltd, who are a global information technology, consulting and outsourcing company based in India.

**Responsibilities:**

* Service Support for Wipro Clients (Hardware And Software Support)
* Hardware Support (Problem Identifying and Trouble Shooting).
* Installing and Configuring OS and Applications Requirement of Clients.
* Configuring MS Outlook, Outlook Express, Lotus and Applications.
* Migration of Mail Clients.
* Major Clients are Commercial Banks, Schools, Insurance Firms, Hospitals and Other Business Firms.

**Accreditation**

* **WIPRO Certified Desktop Engineer** ,
* **WIPRO Certified Server Engineer**

**Professional Qualification**

* DITE (**Diploma in IT engineering**) from Kerala Government

**Trainings**

* Completed **CCNA, A+, N+, MCSE** and **RHCE** from IRS Training Centre.

**Academic Qualification**

* Graduation – **BBA-IT** from Sikkim Manipal University (waiting for Result)
* Higher Secondary – 12th from Govt. of Kerala Higher Secondary Examination Board - 2007

**Strengths**

* Hardworking & Strong Commitment. Team Player
* Positive thinking with high confidence level. Good communication skills

**Personal Details**

Date of Birth : 12-07-1990

Religion : Islam

Languages Known : English, Hindi, and Tamil

Nationality : Indian