**Technical Support Engineer with 5.6 years of Industry**

**Experience.**

|  |
| --- |
| **First Name of Application CV No:** **1651530**Whatsapp Mobile: +971504753686 Description: New_logo.gif**Date of Birth :**24-February-1987**Nationality**: Indian**Marital status :**Single**Languages Known** : English, Arabic (beginner), Hindi, Malayalam, Kanada, Telugu, Tamil. |

 **CAREER OBJECTIVES**

* Seeking a challenging career position where expertise in delivering client expectation, training programs, dynamic communication skills, team building and willingness to travel to client sites will be effectively applied towards implementing organizational development programs.

**EDUCATIONAL QUALIFICATION**

 **B-Tech in Information Technology**

**CERTIFICATIONS**

****

 Microsoft Certified Solution Expert (MCSE)

 Cisco Certified Network Associate (CCNA)

 ITIL V3 Foundation

**TECHNICAL SKILLS**

* **Networking**

 CCNA and CCNP

* **Server**

Windows 2003, 2008 and 2012

* **Data Base**

Microsoft SQL Server 2008 and 2012 R2

* **Operating System**

Windows - XP, Vista, 7, 8 and 10

MAC OS X - 10.7, 10.8, 10.9, 10.10

Linux – Redhat, Ubuntu, Debain, Fedora

* **ERP**

Oracle People Soft, Microsoft Dynamics

* **Firewall**

Cisco, SonicWALL

* **Email Clients**

Lotus notes, Office Outlook, Mozilla Thunderbird

**STRENGTHS**

****

* A career driven Technical Support Engineer with solid commercial experience in large-scale high volume business environments.
* 5.6 years of solid experience in managing both low and high-severity technical issues.
* Expertise in Delivering IT Services Management (ITSM) solutions based on ITIL best practices that focused on the people, process, and technology, and information perspectives of providing business solutions within the IT infrastructure.
* Install and administrating windows 2003, 2008 and 2012 server.
* Cisco Router 1700, 1800, 1900, 2600, 3600, 3700
* Cisco Switch 2960, 3560
* Routing and Switching RIP, EIGRP, OSPF, BGP, NAT, VLAN, Inter VLAN, VTP, STP, Telnet, ISDN, DNS, SMTP, POP3, HTTP, DHCP
* Protocols handled OSPF, BGP, EIGRP
* Managing ID access through Active Directory.
* Expert in installing and troubleshooting Operating System and other third party software’s.
* Expert in all the products of Microsoft Office 2003, 2007, 2010 and 2013
* Expert in troubleshooting Outlook related issues.
* Strong Knowledge on various Antivirus products.
* Symantec certified manual virus removal expert.
* Technical Knowledge & proficiency in networking maintenance, networking monitoring, troubleshooting, configuration of routers, installation.
* Build and maintain Visio documents.
* IT Asset Management for the best and efficient utilization of the available IT resource in the Organization.

**ACQUIRED SKILLS**

****

* Corporate Communications
* Incident management
* Change management
* Knowledge management
* Problem management
* Team building and leadership
* Strategic planning
* Good interpersonal, verbal and written communication skills

|  |
| --- |
| **WORK EXPERIENCE** |

**Senior Technical Support Engineer for Dominate RFID, Dubai (June 2014 to present)**

* Providing IT technical support for the employees.
* Troubleshooting Network related issues.
* Administrating Windows and Application Servers.
* Administrating Microsoft SQL server.
* Participating in Technical Bridge calls and provide updates in regular intervals.
* Create weekly and monthly Key Performance Indicators reports for effective utilization of resource and to reduce waste.
* Troubleshooting of complex LAN/WAN infrastructure including routing protocols EIGRP, OSPF and BGP.
* Involved in SNMP Network Management.
* Accountable for configuring Router of 1700, 1800, 1900 and 3700 series, IP Phones (Cisco 7902, 7906 series)
* Configuring L2 and L3 VLAN’S and same associating with firewall Vlan group.
* Suggest Process improvements by studying the market trends there by enabling effective budget planning.
* Managing and troubleshooting all escalated calls from field engineers.
* Create, Update and modify network Visio diagram and related documents including cable mapping, rack elevation and company IT infrastructure.
* Creating the change request and proposing the configuration plan to level 3 Engineer.
* Interacting with the clients for troubleshooting the issues.
* Managing IT Assets of the Organization.
* Network printer configuration and troubleshooting Printer related issues.

**System Admin cum Backup Network Engineer for Clearwater Technologies - Bangalore (March 2012 – April 2014)**

* Worked as a team lead to manage a team of 12 Technical Support Engineers.
* Installation of DHCP & DNS servers on Windows 2008 server.
* Create, change, or delete user accounts per request.
* Assigning permission for users.
* Configuring and Maintaining LAN network.
* Troubleshooting LAN related issues.
* Setting up Wi-Fi networks & providing tech support for various Wi-Fi enabled devices.
* Setting Up Proxy servers.
* Troubleshooting OS related issues.
* Configuring CISCO firewalls.
* Domain Migration.
* Implementing and network security policies for local and remote users.
* Network printer configuration and troubleshooting Printers.
* Installing and Troubleshooting OS related issues.
* Installing and Troubleshooting Lotus Notes.

**Technical Support Engineer – Sutherland Global Services Pvt Ltd, [November 2009 – December 2011]**

* Installing and Maintaining of Windows and MAC operating system.
* Providing Desktop support for the end users.
* Installing Antivirus software’s.
* Troubleshooting conflict issues.
* Manual Virus removal.
* Installing and Troubleshooting Security Software’s.
* User administration.
* Troubleshooting hardware and software related issues.
* Configuring and troubleshooting network printers.
* Installing and Troubleshooting Outlook.