**Microsoft Certified Systems Administrator with 7 years of experience**

**CAREER SUMMARY**

Results- oriented IT Professional with proven leadership skills. 4.6 years experience as a Desktop Support Engineer, plus 2.6 years as System Administrator in an enterprise environment.

**CAREER OBJECTIVE**

To pursue a carrier in an environment that is conducive to learning and to implement my experience, skills, education and knowledge in a way that rewards hard work, seeks out high achievers, visionaries, leaders, and winners, and allows me to contribute, grow, think, and create..

**SUMMARY OF EXPERIENCE**

* Over 6 years’ of experience as System administrator, Remote support and desktop support
* Install and Configure Active Directory, DHCP,OU, RDP, Group Policy, DNS, VPN,NAT, ICS, FTP, WDS etc
* Create and manage users, groups, Organizational unit and group policy.
* Install and configure Hyper-v, VM ware.
* Configuration of NAT server.
* Knowledge about the installation and configuration of VPN.
* Experience with **Remote support software** (Ultra vnc,teamviewer,Logme in).
* Troubleshooting of Network problems, administering and analyzing company network, creating & managing Outlook and Live mail etc.
* Installation and day-to-day support of Computer, Printers, Plotters etc.
* Trouble shoot network related issues and wifi.

**EDUCATIONAL QUALIFICATION**

**Professional:-**

* **Completed Microsoft certified system engineer (MCSE 2008,2012) from network academy , Calicut**
* **Diploma in Computer Hardware Maintenance** from Govt: Poly Technic College, Mepadi, Kerala India; During the year 2006-2009

**Academic:-**

* **Higher Secondary course** from Educational Board of Kerala, India.
* **Secondary School education** from Educational Board of Kerala, India.

**Computer Proficiency**

* **Microsoft Office**
* **Adobe Photoshop & Page Maker & internet Browsing.**

**STRONG POINT**

* **Server:**
* Install and Configure Active Directory, ADC, DHCP, and DNS.
* VPN,NAT, ICS, FTP, WDS,NAT, Hyper V etc
* Create and manage users, groups, Organizational unit and group policy.
* Installation and configuration networking Printers.
* Installation of LAN / WAN, multi operating system networking.
* **Desktop:**
* Computer system Assembling, configuring.
* Troubleshooting of hardware and software problems.
* Multi operating system installation and configuration.
* Data recovery from crashed and accidentally formatted Hard Disks.
* **Operating Systems:**
* Windows Server 2003,Redhat,Ubuntu,Windows 8,Win7, Win Xp

**SKILLS**

* Diversify my views for greater benefits.
* Comprehensive problem solving abilities.
* Will to work and work with commitment
* Ability to learn new technologies quickly and apply those technologies in new field
* Like to work under challenging conditions.
* Ability to rise to any situations with total commitment and determination.
* Willingness to learn and perform better.
* Capable of decision making.
* Possess a high level of Self Confidence.

**CORE COMPETENCIES**

**From August 2013 to March 2016:**

**As a System Administrator** in Datsun Technology (Calicut, Kerala, India)

**Functional Area** : System Administration

**Responsibilities**:

* Provide technical assistance to State Bank of India
* Trouble shooting issues with the core banking system of State Bank of India.
* Rectify issues with Domain users and group.
* Provide remote support to all branch of SBI to by using remote desktop and ammy admin.
* Install and Configure Active Directory, ADC, DHCP, and DNS.
* Create and manage users, groups, Organizational unit and group policy.
* Knowledge about the installation and configuration of VPN.
* Install operating systems (Win server2003,2008,2012,Win 8,Win7,Win XP )
* Perform and oversee software installation and upgrades
* Trouble shooting all system related problems
* Trouble shooting and configuring in outlook 2003, 2007 and Windows live mail.
* Installing and configuring various devices like printer and scanners.
* Installation, updating and configuration of antivirus.

**From December 2011 to July 2013:**

**As a Desktop Support Engineer** in PCS Technology (Bangalore, Karnataka, India)

**Functional Area** : Hardware Maintenance & Software Support

**Responsibilities**:

* Install and Configure Active Directory, ADC, DHCP, and DNS.
* Create and manage users, groups, Organizational unit and group policy.
* Rectify issues with Domain users and group.
* Provide remote support to rectify issues.
* Rectify the issues with network printers.
* Install and configure outlook 2007 and Live mail.
* Install, Configure and maintain personal computers
* Install operating systems(Win XP ,Vista, Win 7, Win 2003 Server )
* Data recovery and backup
* Perform and oversee software installation and upgrades
* Installing and configuring various devices like printer and scanners.
* Installing & Configuring Windows XP, Windows Vista. And Windows 7.
* Installation, updating and configuration of antivirus.

**From 2009 May to 2011 Nov:**

**As Desktop support engineer** in I Range IT Solutions (Calicut-Kerala, India)

**Functional Area** : Hardware maintenance

**Responsibilities**:

* Provide technical support over telephone.
* Assign calls to engineers and monitor them.
* Manage spare items and return back to customer on time.
* Troubleshoot networks, systems and applications to identify and correct malfunctions and other operational difficulties.
* Perform and oversee software installation and upgrades
* Trouble shooting of computer problems, administering company’s network and supporting end users in various IT related problems.

**PERSONAL DETAILS:**

Date of Birth : 31st October 1987

Sex : Male

Marital Status : Single

Nationality : Indian

Language Proficiency : English, Hindi, Malayalam, Kannada&Tamil

**First Name of Application CV No:** **1666704**

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