**IT Coordinator**

**PROFILE SUMMARY**

* A professional with more than 4years of experience working with in small and medium sized organizations.
* Demonstrated abilities in handling a wide spectrum of activities encompassing Networking/System Administration etc.
* Strong technical skills and abilities to work under pressures with reputation of unwavering accuracy, credibility and integrity.
* Proficient in CCNA, CCNP and MCTS other applications with excellent capabilities to adapt and learn new technologies, ensuring continuous skill enhancement

**CORE COMPETENCIES**

* Strong IT skill
* Excellent problem solving skill
* Organizational skill to priorities tasks
* The ability to explain technical issues clearly
* Good people skills
* The ability to work within a team

**CAREER PROFILE**

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| * **RSH Middle East LLC, ,UAE (from Sept 24th 2014)**
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**IT Coordinator**

**Job Summary:**

* IT Support to RSH employees and assist local and remote staff with technical problems ranging from troubleshooting and repairs well as office network and phone connectivity.
* Responds promptly to requests for technical support via email, phone and in person as needed.

**Duties & Responsibilities:**

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| * **IT Helpdesk Support**
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| * Responsible for troubleshooting hardware and applications, providing technical support and problem solving.
 |
| * Documents status of cases and provides updates to management, team and end users.
 |
| * Provides timely resolution of problems or escalation on behalf of user to technical staff or management.
 |
| * Supports security standards (antivirus/firewall/patching/two-factor authentication/access).
 |
| * Responsible for configuring various type of Mail clients
 |
| * Maintains user accounts, passwords, data integrity, system access & security within policy.
 |
| * Maintains standard operating procedures, best practices and customer service guidelines.
 |
| * Technical support in areas including, but not limited to; end-user support for desktops, laptops, software, etc., basic networking, network printing.
 |
| * Performs desktop and laptop system deployments including hardware and software configurations.
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| * Performs troubleshooting of supported desktop operating systems and applications.
 |
| * Interacts with vendors to facilitate repairs of hardware, i.e. printers, laptops and desktops.
 |
| * Performs other duties as assigned.
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| * **Retail IT Support**
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| * Remotely supporting more than 100+ retail outlets through phone, e-mail, VNC and takes action to ensure correct support is provided
 |
| * Troubleshoot problems reported by outlet users
 |
| * Arrange the IT systems and other required services to new upcoming stores
 |
| * Installation &configuration of POS Computers/ Back office PC / Printer and others services for new store openings
 |
| * End-user computer upgrad & service
 |
| * Installation& configuring Time Attendance software.
 |
| * Providing IT Support 24 X 7 for retail outlets
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| * **Infrastructure Support**
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| * Day to day backup operations with Symantec Backup Exec
 |
| * Maintain a sufficient inventory of all office and computer supplies
 |
| * Understand all the department working procedures and perform the related tasks as described
 |
| * LAN/Wireless Network set up in Windows 2000/2003/Xp and Linux environment Microsoft networks, PCs and Network printers.
 |
| * IP Addressing, Sub netting& Internetworking with TCP / IP. Structured cabling and termination.
 |
| * Coordination/implementation of hardware and software installation and upgrades.
 |
| * Maintenance of the Local Area Network, operating in Windows 2003/2000/XP and Linux environment.
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| * System assembling, Installation of various Operating Systems and Softwares, troubleshooting and maintenance.
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| * Managing ADSL Routers and switches.
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| * Implementation of hardware and software installation and upgrades.
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| * Troubleshoot and resolve Hardware and software problems.
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| * **Maya Soft Tech, Kerala, India (Sept 2011– July 2014)**
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**Network Engineer**

**Duties & Responsibilities:**

* Basic Router Configuration
* Configuration, verification and troubleshooting of RIP
* Configuration, verification and troubleshooting of EIGRP
* Configuration, verification and troubleshooting of OSPF
* Network Address translation [NAT]
* Basic security configuration for router [ACL]
* DHCP configuration
* Backup and restoring router configuration and Cisco IOS
* Installation of CISCO IOS to a fresh router
* Implementing VLANS, inter VLAN routing and VTP
* Configure and maitain STP
* Ether channel Configuration
* HSRP,VRRP,GLBP
* BGP
* VLAN access list
* Configuration, verification and troubleshooting of major WAN encapsulations
* WLAN Configuration
* Managing Windows XP & Server 2003 remotely as well as locally.
* Designing Backup strategy & ensuring scheduled /unscheduled backups as per the backup plan.
* Configure Microsoft Office Outlooks, Outlooks Express and Outlook Web Access for employees and resolving problems related to it Handling Remote Desktop connections.
* Installing and maintaining Active Directory.
* Managing Maintaining and troubleshooting DNS & DHCP servers.
* Managing Operation Masters.
* Zone Transfers.

**EDUCATION**

* **Bachelor of Engineering (Computer Science)** – Sasurie College of Engineering, Affiliated to Anna University in the year 2010.
* **Higher Secondary Certificate** – Nair Samajam Higher Secondary School, Kerala. Affiliated to Kerala State Board.
* **Secondary Certificate** – Sree Bhuvaneswari Higher Secondary School, Kerala. Affiliated to Kerala State Board in the year 2004

**TECHNICAL QUALIFICATION**

* **CCNP,CCNA, MCTS, A+** - Logistic Solutions, Kottayam, Kerala. **Authorized Microsoft Training And Testing** Center.
* **HARDWARE & NETWORKING**
* PC hardware assembly troubleshooting.
* Windows XP & Server 2003 installation and configuration.
* Installing, configuring and maintaining all types of application software & anti-Virus.
* Ensuring the proper functioning LAN & WAN
* Configuring & Maintain Network Printer
* **TECHNICAL & SOFTWARE SKILL**
* Microsoft Certified System Engineering
* Microsoft Certified Professional
* C, C++, C#, JAVA, .NET

**PERSONAL DETAILS**

Marital Status : Single

Date of Birth : 16th December 1988

Driving License : India

Nationality : India

Visa Status : Employment Visa

 Languages Conversant : English, Malayalam, Hindi, and Tamil

**First Name of Application CV No:** 1671174

Whatsapp Mobile: +971504753686

