

KASHYAP SURESH BABY

**Desired Functional Area: IT Management / Support**

**Career Objective** Intend to build a career in a leading corporate with committed and dedicated

people, which will help me explore my potential.

Willing to work as intense team player in a service oriented and creative

environment, thereby contribute to the growth of the organization.

**Profile Summery**

Date of Birth: September 19, 1986

Gender: Male

Nationality: Indian

Marital Status: Single

Languages Known: English, Hindi, Tamil & Malayalam

**Employment**

**History** Kingdom of Bahrain

**Designation: Computer Technician**

Duration: April 2014 to date (2 years, Cont..)

***Job Role:***

* + - * + Reporting to the owner of the firm.
        + Managing the facility.
        + Servicing/Troubleshooting Desktops, Laptops, Network Devices, OS Installation etc.
        + Provide onsite support for customers and clients for Access Control and CCTV systems.
        + Perform routine maintenance task including installation, patching, updating firmware and run network monitoring.
        + Update records of installed hardware and software, maintain inventory and perform scheduled backup.
        + Develop and refine business plans, policies and procedures in line with changing trends in business.

***Skills Applied:***

* + - * + IT/Network management skills.
        + Customer service and people dealing skills.
        + Accounting and administration skills.
        + Windows family operating systems and antivirus applications.
        + MS Office, Adobe Photoshop and other software.
        + Advance internet skills.

**ACCENTURE Services Private Ltd.**

Bangalore, Karnataka, India.

**Designation: Desktop Support Engineer (Contractor)**

Duration: December 2010 to March 2014 (3 years, 3 months)

Contracting Agency: Resource Square Solutions Pvt Ltd.

***Job Role:***

* + - * + Reporting to the Team Manager.
        + Carryout investigation, diagnosis, resolution and recovery for hardware or software issues for end users as per ITIL norms.
        + Adhere to organization’s standards in IT management & follow SLAs in dealing with incidents.
        + Deployment, configuration and testing of desktops, laptops, printers, network devices and servers.
        + Manage service requests, patching, upgrades, scheduled maintenance, etc.
        + Manage DHCP and Active Directory services.
        + Create, modify, and manage Users accounts, OUs & Groups as per request.
        + Perform backup operations, daily systems monitoring, redundancy check and security audits to make sure all devices and peripherals are in compliance with the organization’s prescribed standards.
        + Collaborate and assist tier-III team in dealing with critical incidents to prevent/minimize operational downtime.

***Skills Applied:***

* + - * + IT/Network management skills ( ITIL v3 standard)
        + In-depth diagnosis and troubleshooting skills.
        + Customer handling skills.
        + Excellent oral and writing (e-mail) skills.
        + Team management and documentation skills.
        + Expert technology problem solver with an ability to effectively prioritize tasks.

**ALLSEC Technologies.**

Chennai, Tamil Nadu, India.

Designation: Customer Care Executive

Duration: June 2008 to September 2010. (2 years, 3 months)

***Job Role:***

* + - * + Reporting to the Team Leader.
        + Customer focused service process with on-call/remote assistance service for a global consumer electronics company.
        + Interact with customers to provide technical information in response to inquiries, concerns, and requests about products.
        + Document all transactions as per the standard operating procedures.
        + Identify and escalate priority issues.
        + Follow up with customers & client wherever necessary.
        + Accountable for providing training to newly recruited executives.

***Skills Applied:***

* + - * + Detail oriented approach in following operational procedures.
        + In depth learning, analysis and troubleshooting skills.
        + Professional communication skills.
        + Positive attitude towards assisting customers and clients.

**DECS Technologies.**

Kozhikode, Kerala, India.

Designation: System Engineer (Part Time)

Duration: June 2006 to April 2008. (1 year, 10 months)

***Job Role:***

* + - * + Deliver onsite service and support on demand basis.
        + Liable to provide system updates, patching and timely maintenance.
        + Check peripheral devices like printers, scanners and projectors to resolve associated problems.

**Educational *Academic:***

**Background** **Secondary: Amrutha Public School**

Vatakara, Kozhikode Dist, Kerala.

Course: All India Secondary School Education

**Higher Secondary: JTS - Technical Higher Secondary School (Vocational)**

Vatakara, Kozhikode Dist, Kerala.

Course: Vocational Higher Secondary Education

***Technical:***

**Diploma in Computer Application**

IIBM Institute of Business Management, Meerut, India

Major Subjects: Computer Fundamentals

Database Management

IT & Management

**Master Program in Computer Application**

IIBM Institute of Business Management, Meerut, India

Major Subjects: Operating Systems, DBMS

Information Technology

Strategic Management

E-Commerce

**Hobbies & Interests** **--**Graphic designing and editing.

**--**Travelling & photography.

**--**Aviation enthusiast.

**Job Seeker First Name / CV No: 1800840**

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