

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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