|  |
| --- |
|  |

**MAJU RAMACHANDRAN**

**PROFESSIONAL SUMMARY**

**9**+ years experienced, highly competent and organized Windows, MCafee Antivirus with the area of expertise in Installation, Support, Administration and Management of Windows OS and Security. A proven ability to assist with the day-to-day running of an IT department and its business IT systems leads to expertise my knowledge of monitoring and controlling data security within guidelines, to ensure compliance and report on possible improvements. Well mannered, articulate and able to act as point of contact for colleagues and external clients.

**PROFESSIONAL EXPERIENCE**

* - CLIENT DUBAI HEALTH AUTHORITY (DHA) (March 2014 to Present )
* **AON HEWITT** (September 2011 – March 2014)
* **UNITECH SYSTEMS LTD** (March 2009 - September 2011)
* **IBM INDIA** August 2007 - March 2009
* **REDINGTON INDIA LTD** (April 2006 - August 2007)
* **MINDA INDUSTRIES LTD** (2005 March - April 2006)

1. **(Dubai)(Dubai Health Authority Project)**

DESIGNATION: Technical Support Engineer & LANDesk Management suite administrator

* Installation and Configuration of **Medical Applications for Govt. Hospitals and Clinics in Dubai**
* (SAM, Pharmacy Application, LDMS,RIS, PACS and Java based applications)
* Provided technical support, including identifying problem incidents with their subsequent resolutions.
* Administered creation of IT accounts and computer systems and offered support.
* Monitored and responded phone and e-mail requests for technical support
* Provide support to end users relating to hardware and software, computer applications, LAN components and peripherals  
  Updated management on a regular basis through reports and presentations and via email.
* Maintenance of  Medical Applications and software support for DHA **( Dubai Health Authority)**
* Creating queries and generating reports based on Hard ware and software Inventory
* **Suggest, test, and prepare** **analysis** of **new software**
* Experienced in Network printing and scanning
* Experienced with **Printers**[Inkjet(HP),LaserJet(HP),Label printers(Zebra)]
* **Install, configure, and troubleshoot** Desktops, Laptops , printers, scanners  and  other peripherals
* Proficient in **Proxies** and **Virus Protection**
* Experienced in maintaining **LAN/WAN records**.
* Configure  User rights and policies
* Installing and troubleshooting **Windows XP and 7**
* Remote Control Monitoring Tool, LANDesk Management suite 9.5, RDP
* Configure & troubleshoot Intranet and Internet  applications
* Regular desktop management routines via **LANDesk management suite 9.5**

[Installing and removing patches](https://www.manageengine.com/products/desktop-central/windows-patch-management.html), [distributing software](https://www.manageengine.com/products/desktop-central/windows-software-installation.html), managing IT Assets, [managing software licenses](https://www.manageengine.com/products/desktop-central/software-license-management.html), monitoring software usage statistics, wall paper deployment

* Hardware and Software Inventory Reports

1. **AON-Hewitt**

Experience: September 2011 – March 2014

Designation: Senior Specialist (IT) L2 / L3 Support.

**JOB DESCRIPTION**

* Windows administration and troubleshooting.
* Remote desktop support.(VNC, Remote Assistance, RDP etc)
* MacAfee –EPO server - Antivirus administration
* McAfee end point encryption - Administration
* RSA secure ID token - Administration
* Blackberry Administration – Creating, managing accounts, device Activation, device wipe and policy pushing.
* Installation, Support, Administration and Management of Windows OS like XP, Win 7
* F5 /Juniper VPN support
* Email clients – outlook / Lotus Notes
* Installation and configuration of MS Lync, live meeting configuration
* Windows security patches monitoring and updating to prevent Remediation tunnel issues.
* Printer installation and troubleshooting.
* Remedy ticket Dispatching and monitoring.
* Creating Remedy Reports Daily/Monthly basics.
* Coordination with vendor like Microsoft, Adobe, McAfee etc
* Providing Training for new hires.

1. **UNITECH MACHINES LTD**

Experience: June 2010 to July 2011

DESIGNATION: IT Engineer L2

**JOB DESCRIPTION**

* Troubleshooting of Desktops, laptops and printers
* User Management including Adding, Deleting, Modifying, auditing and Assigning Rights to the User accounts on Domain Controller
* MacAfee – E policy orchestrator Antivirus administration
* Monitoring security vulnerabilities
* Network troubleshooting and cabling
* Network printer installation and configuration
* Configuring and troubleshooting of e-mail clients
* Wireless networking, security and configuration.
* Installation of o/s and all popular software’s
* Purchasing and procurement of Computer Peripherals
* Remote desktop troubleshooting
* Monitoring Network activities
* WSUS
* Configuring Active Directory
* Monitoring and Backups of all the Servers.
* Creating users and permissions, time scheduling.
* Installation, Troubleshooting and maintenance of printers.

**4) IBM**

Experience: August 2007 - March 2009

DESIGNATION: Technical Support Executive

**JOB DESCRIPTION**

* Client Tech Support (Bell Canada)
* Resolving customer’s technical issues
* Configuring wireless routers and its troubleshooting
* Configuring outlook/express, windows mail and Mac mail
* Remote desktop trouble shooting

1. **REDINGTON INDIA LTD**

Experience: April 2006 - August 2007

Designation: Technical Support Engineer

**JOB DESCRIPTION**

* HP Pavilion and Compaq Presario Troubleshooting
* Installation of OEM software’s
* Performing System Recovery
* Patches updating
* Data Back Up
* Data Recovery
* Configuration of WIFI

1. **MINDA INDUSTRIES LTD**

Experience: 2005 March - April 2006

Designation: IT Trainee

**JOB DESCRIPTION**

* Creating Data Bases – Oracle
* Configuration of Oracle Server
* VNC -remote troubleshooting
* Post Master (Mail Server)
* Networking Activities (cabling, maintenance of ports)
* Creation User Accounts and security
* Antivirus Server-client configuration
* Purchasing and procurement of Computer Peripherals

**TECHNICAL** **SKILLS**

* MacAfee antivirus administration
* LANDesk management suite administration
* Technical support on PCs, Laptops, Printers
* Remote desktop support.(VNC, Remote Assistance, RDP etc)
* Deployment and maintenance of MacAfee antivirus server (EPO)
* RSA secure ID token administration
* F5 and Juniper VPN support
* Blackberry Administration – Creating, managing accounts, device Activation, device wipe and policy pushing.
* Performing system maintenance and upgrade.
* Performance-tuning/PC-Hardware/software monitoring and health checkup using Nexthink Finder
* Knowledge on Ticketing tools – Remedy /LANDesk
* Configuring & troubleshooting the Microsoft Outlook /Lotus Notes
* Installation of all application software and hardware peripherals.
* Knowledge of TCP/IP Networking, IP Addressing and OSI Model.
* OS installation:- Win XP, Win Server 2003, 2008,Win Vista, Windows 7.
* Assembling, hardware up gradation troubleshooting,
* Windows maintenance, dual booting, upgrade & update the windows
* Printer installation and troubleshooting
* Scanner configuration & troubleshooting.
* Basic Networking, Map drive, Data sharing
* TCP/IP Configuration, Internet Maintenance
* Data Cards configure and troubleshooting
* Wireless Networking, Networking in Domain environment
* User Profiles Backup and Restore.
* MS outlook configuration, Outlook backup & restore and troubleshooting  
  Disk Management, partitions

**PRODUCTS HANDLED:**

* MacAfee Epo 4.5
* LANDesk Management suite 9.5

**CERTIFICATIONS**

* Microsoft Certified Professional- (MCP)
* Oracle 9i (SQL & PL SQL)

**EDUCATIONAL QUALIFICATIONS**

* M.Sc IT
* B.A Economics
* Pre Degree
* SSLC

**PERSONAL DETAILS**

Date of Birth : 22nd November1980

Marital Status : Married

Languages Known : English, Hindi, Malayalam

Hobbies : Dancing, Listening music

**Job Seeker First Name / CV No: 1801308**

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

