**VIKAS SASI**

**Objective**

To secure a challenging position in the Information technology industry within a progressive reputed organization as an Desktop Support Technician in order to utilize my unique qualification expertise and hands-on experience to the optimum facilitating professional growth and utilization of my qualification and experience, while embracing new methodologies & strategies to remain competitive in the market.

**Personal & Professional Profile**

* Passionate, diligent and focused Engineer with 10+ years of cumulative experience as a Network Engineer / System admin / Desktop Support Technician with good customer service background.
* Technical knowledge & proficiency in system administration, network maintenance, hardware maintenance, operating systems, Linux, Windows (All versions) & MS- DOS and the willingness to learn and effectively apply new technologies.
* A capable, result-oriented professional with ability to work independently and take responsibility and ownership of issues.
* Able to provide an outstanding level of customer service at all times.
* Self-starter, positive and proactive with sound judgment, planning skills for strategic business development and flexible with regard to the types of work.
* Demonstrated problem analysis/ resolution skills, ability to troubleshoot, solve problems quickly & completely.
* Excellent client management skills innate ability to build strong, lasting and mutually beneficial relationships.
* Strong verbal and written communication skills.

**Technical Skills**

* Desktop – Windows XP, Windows 7 & 8, Ubuntu, Redhat.
* Server – Windows 2003, 2008 and 2012 server, RHEL 6.0.
* LAN protocol – ISDN, PPP, TCP/IP, Ethernet, router, switch.
* MS Office 365

**Professional Experience**

**Total IT Consult, Australia, January-2016 to Present**

Working as a field service engineer (on-call basis) – New Zealand region.

* Desk side break-fix and IMAC (installations, moves, additions, and changes)
* Troubleshooting Network related problems, providing new LAN connection and Configuration of new LAN connection.
* Monitors system performance and implements performance tuning.
* Setup print server and ensured connectivity with end-users Data recovery coordination
* Image installation
* All types of Desktop support jobs such as create users, group policies.

**KELTRON**, Trivandrum, Kerala, India- October 2004 to June 2014

KELTRON (Kerala State Electronics Development Corporation Ltd.) is a public sector electronics and Information Technology company located in Kerala, a state in India.

Job Profile:

Provide hardware/software installation, server maintenance, trouble resolution, root cause analysis, and SLA maintenance for a large, enterprise-wide LAN/WAN environment. Maintain LAN, disaster recovery, Smart Hands server, and telecommunications equipment. Troubleshoot and diagnosed technical issues, network security, and backup/restore initiatives. Managed, set up, and provided technology training for remote users. Provide on-site enhancement, upgrade, and support services. Built PCs, installed and configured operating systems and application software, and recommended antivirus and security procedures and tools.

* Given all IT based 1st line and 2nd line support for clients.
* Performed network administration functions, set up network user accounts/permissions, reset passwords, and administered group policies and Active Directory
* Install and configuring physical network, wireless network, router and switch and giving support in a 3500 user’s environment.
* Troubleshooting software issues from in-house software, Windows 7 and 8 and Office 2010 and 2013.
* Configured and installed IBM Servers(X series and blade servers), HP and Dell Servers and troubleshoot hardware and OS problems.
* Configured, formatted and maintained PC desktops, laptops, local printers, peripheral devices, and associated software.
* Supporting hardware problems and building new computers and laptops.
* Solve the hardware and software related problems onsite and remotely such as, managing software, install software’s, managing license, check update of antivirus, malware detection and removal, group policies, change permission etc.

December 2002 - July 2004, UNITECH, Trivandrum, India

**Computer Technician**

* Troubleshoot Software / Hardware problems.
* Creating User's, Groups and Organizational Units on Microsoft Server
* Manage Desktop operating system, Microsoft server.
* Assemble PC's and Troubleshoots network related issues.
* Keeps records of maintenance work and repairs.
* Test, Install and maintain computer and IT systems.
* Installing and repairing hardware and software.

## Education

**Diploma in Computer Hardware Maintenance and Networking (3 year)**

Government Polytechnic College, Nedumkandam, Kerala, India. March 2002

**Red Hat Certified Engineer RHCE (130-070-097)**,

## Interests and Hobbies

Reading, listening music.

**Job Seeker First Name / CV No: 1818240**

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