**Rinas**

[**Rinas.332387@2freemail.com**](mailto:Rinas.332387@2freemail.com)

**Career Objective:**

Intend to build a career in **IT SUPPORT ENGINEER** with a leading company with committed & dedicated people, which will help me to explore myself fully and realize my potential.

**PROFILE SUMMARY**

* Having 1 year experience as a System Service Engineer & a System Administrator in various reputed companies in India.
* Bachelor of Engineering in Computer Science and Engineering, JCT College of Engineering and Technology, Coimbatore, India.
* Have working experience in System Administration Networking, Installation, Maintenance and Troubleshooting.
* Designed brochures and advertisements for leading companies.
* Possess excellent technical knowhow, design analysis, good analytical, time management & client service skills.
* Capacity of achieving set goals within the parameters of cost, time, quality and effective resource utilization.
* Self-motivated, good team player, pragmatic decision maker and logical thinker.
* Highest standards of professionalism & integrity at all times.
* Appetite for continuous improvement, willingness to take any challenging responsibility and strong strength of work ethics.
* Good communication and interpersonal skills.

**WORK EXPERIENCE**

**IT Support Engineer, M/s. CAD GROUP of Computer Education, Thrissur, Kerala. June 2015-August 2016**

**JOB PROFILE:**

* Configuration of all hardware & software devices under Windows.
* System administration under Windows environment.
* Upgrading & maintenance of all systems.
* Installation, configuration & troubleshooting of operating systems on windows.
* Installation, configuration, maintenance of closed circuit television system.
* Installation of antivirus software & internet configuration set up.
* Networking using Windows platforms.
* Maintenance of a workstation network within a TCP/IP server environment
* System Assembling, Configuring Network printers, Internet & E-Mail.
* Internet Configuration. Maintaining and updating antivirus.
* Hardware and technical support for the in-house systems.
* Responsible for back up in regular basis.
* Monitoring in and out going emails.
* Solving mail Outlook problems

**EDUCATION**

* Bachelor of Engineering in Computer Science and Engineering, JCT College of Engineering and Technology, Coimbatore.

**IT SKILLS**

* Installation and trouble shooting of all computer hardware and software.
* Mail Servers Control Panel Administration.
* Configuration of Fortigate Firewall.
* Maintaining the application control, DHCP monitor in fortigate firewall.
* Checking Active Directory performance for the primary Domain Controller server.
* Monitoring SQL server performance and its connectivity with application servers.
* Installing, Configuring and maintaining Closed Circuit Television Systems.
* Good knowledge in designing brochures, web pages, advertisements using Adobe Photoshop.
* Working knowledge in HTML.

**ACCOMPLISHMENTS**

* Diagnosed hardware and software failures and resolved technical issues.
* Refurbished used computers and technological equipment.
* Installed, configured and maintained networks.
* Installed, configured and maintained closed circuit television system.

**WORK EXPERIENCE**

* Troubleshot and resolved internet connectivity and general software and hardware issues at CAD Group of institution over a year.
* Identified product problems and strengths and collected data on the customer experience

**COMPUTER SKILLS**

* Programming: C, C++, Java
* Packages: M.S Office
* Platform: Windows, Linux, Mac Os
* Others: Adobe Photoshop, html.

**PERSONAL INFORMATION**

Place of birth: Kerala, India

Date of birth: 27th August 1992

Present Resident in Dubai, United Arab Emirates

Sex: Male

Status: Single

Visa Status: Visit Visa

Here by I declare that all the above information given by me is true and complete to the best of my knowledge.