 **SREEJITH**  **SREEJITH.332976@2freemail.com**

 Curriculum Vitae

 **Ability: To Learn and adapt to any environment in a shorter Period**

###  Experience Summary

Having 12 Year of experience in IT Systems and Network Infrastructure Support.

###  Experience Profile

* Working as a Senior IT Support Executive in  **U.A.E, Dubai** from June 2011 to till now.
* Worked as an IT Support Executive at **Hyundai Merchant Marine (HMM)** **U.A.E, Dubai** from May 2008 to May 2011.
* Worked as an IT Support Engineer at **Hewlett-Packard (HP) India Pvt Ltd (Global Delivery India Center, Bangalore)** on behalf of **E-Logic Technologies Ltd and Adecco India, Bangalore** from November 2006 to Dec 2007.
* Worked as an IT Support Engineer at **GTRE (Gas Turbine Research Establishment),** **Ministry of** **Defence, in Bangalore** on behalf of **CCS InfoTech Ltd**, **Bangalore** to take care of the Systems and Network facility management from February 2005 to August 2006.
* Worked as an IT Support Engineer (Hardware and Networking) in **Info soft Computers**, Kerala from July 2004 to December 2004.

### Academic Qualifications

* **B-com** from Calicut University Kerala, in 2003.
* **Pre-Degree** from Calicut University Kerala, in 2000.
* **THSLC** from State Board of Examination Kerala, in1998.

###  Global Technical Certifications

* Microsoft Certified Professional **MCP**
* Microsoft Certified System Administrator **MCSA**
* Microsoft Certified System Engineer **MCSE**

### Technical Skills

**Hardware Skills**

* PC- Troubleshooting, Disassembling and Reassembling a PC
* Network – Structured Cabling (Crimping of LAN and Floor Module), Switch Installation.

**Operating Systems**

* Dos, Windows98, Windows NT, Windows2000 Professional/server, Windows XP

 Windows 2003 Server, Windows 7 Professional and Windows Server 2008 R2 Standard.

**Application Software’s**

* MS Office, Tally, Microsoft Dynamics Navision

**Networking**

* Networking Essentials (N+)
* Microsoft Certified Systems Engineer (MCSE)

###  Technical Skills and Work Experience

* Installation, Configuration and Trouble shooting of various operating systems like Windows98, Windows NT, Windows2000 Professional/Server, Windows XP, Windows 2003 server, Windows 7 Professional and Windows Server 2008 R2 Standard.
* At GTRE (Gas Turbine Research Establishment) Bangalore premises I was managing and maintaining Systems and Network Infrastructure on behalf of our company.
* Providing Systems and Network support to all the users on the basis of call raised by users and monitoring server activities and support in GTRE.
* At HP GDIC Bangalore office our team giving technical supports to HP users through direct, chat, mails and Phone-in on the basis of ticket raised by user’s through HP own Helpdesk software HPOVSD(HP Open View Service Desk).We do Pick up the ticket from OVSD as per priority (Low, Medium, High and Top Priority)
* Installation HP own OS image CD in Laptops and Desktop’s of users , configuring and connecting network to HP domain.
* Troubleshooting issues related to software’s and applications and resolving and closing the ticket with in the time frame given in the OVSD.
* Making daily report and closing the ticket and submitting to team leader for further assessment.
* Attending daily meeting and verifying the report. Enhancing the technical support on the basis of daily report and feedback.
* Being worked as IT Executive in Hyundai Merchant Marine, I am giving alone IT systems and network infrastructure support to users of the company in internally.
* Taking care of the systems and network on the basis of call raised by users. Attending technical issues and resolving on the basis of priority through phone or physically going to users workstations.
* Installing Hyundai’s applications Hi office (web based mail) and WINS through HEIP (Hyundai Enterprise Information Portal).
* Installing and controlling Human Resources system software for user’s appraisal and daily attendance.
* Giving technical support to our shipping agent offices users who is using our applications in Abu Dhabi, Muscat, Tanzania, Kenya, Doha and Bahrain (Upper Gulf and Middle East Countries)
* Co-ordinating with our Singapore headquarters IT team for further information for resolving technical issues.
* Checking all types of PC Hardware related issues and completing within the time frame given by manager, submitting detailed report to manager on daily and monthly basis.
* Being worked as a Senior IT Executive in MOL (Mitsui OS.K Lines) I am alone managing and maintaining IT Systems and Network Infrastructure at our office.
* Giving best and full-fledged technical support (Hardware, Software and applications) to end users on the basis of priority
* Have the right to access MS Exchange server located at Hong Kong office and managing users mail boxes (Create,modify,troubleshoot and delete)
* Attended technical strategy meeting and provided further technical enhancement and up gradation in our office
* Providing external technical support to our Middle East and East Africa agent offices and other Gulf country offices through phone-in, chat, mail and remote session
* Middle East and East Africa agent offices include Oman, Saudi Arabia, Qatar, Kuwait, Jordan, Iran, Uganda and Tanzania.
* Providing Client user mail, OS, software’s and application support.
* Checking the user’s workstations LAN connection failure from switch and applying necessary action. Crimping of LAN cable and floor module if any physical damage happen.
* Crimping the cat 5 and cat 6 LAN cable and testing before use.
* Configure, setup and troubleshooting desktop and network printer.
* Configuring and setup wireless network
* IP Configuration in client machines.
* Installing and Configuration of Hardware devices and device drivers.
* Configuration of e-mail accounts of users using MS Outlook and Outlook Express.

Troubleshooting problems in MS Outlook and Outlook Express.

### Personal Profile

Name - Sreejith

Sex - Male

Marital Status - Married

Nationality - Indian

Date of Birth - 23.05.1983

Languages Known - English, Hindi and Malayalam

Strength - Hardworking, Work Loving & Dedicated

**DECLARATION:**

I here by declare that all the above-furnished details are true to the best of my knowledge.

Place: Dubai

Date:Sreejith