Vibin

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**EXECUTIVE SUMMARY**

A dynamic professional with **6 years** ofexperience in technical support and IT operations and management.

**Career Objective**

To become an efficient professional in this emerging world and provide excellent and dedicated service to the organization

**IT Operations**

* Providing excellent IT service for the organization.
* Managing Network, Servers and all other IT peripherals along with the installation and troubleshooting of operating system and add on software.
* Solving issues within the SLAs.
* Providing the post activities and periodic maintenance on all the servers.
* Research and implementation of new technologies.
* Ensuring a high-quality service by giving 24/7 support, while adhering to the quality standards and work processes and thus managing cost-effective operations.

**Technical Support**

* Managing technical support operations for rendering and achieving quality services.
* Responsible for resolving customer complaints on performance bottlenecks.
* Providing value added customer services by attending customer queries and issues.
* Monitoring the post service activities like follow up with the customers, service reminders and handling customer grievances for superior customer service.
* Ensuring a high-quality customer experience, elevating customer satisfaction, while adhering to the quality standards and work processes and thus managing cost-effective operations.

**Team Management**

* Assisting the managers in implementing strategies for building team effectiveness by promoting a spirit of cooperation between team members.
* Sustaining an environment that fosters development opportunities and motivating self and colleagues for enhancing the existing performance levels.
* reviewing monthly performance of the team for reporting to top management.
* Forecasting workload and scheduling staff to meet anticipated workload within scheduled turnaround time thereby enhancing efficiency

**EMPLOYMENT CHRONICLE**

**Navya Bakes and Confectioneries India Pvt. Ltd.**

**Assistant Manager: May2016- Present**

**Responsibilities:-**

* Plan, control, organise, direct and evaluate the operations of an outlet.
* Set staff work schedules and monitor staff performance.
* Resolve customer complaints and ensure health and safety regulations are followed
* Efficiently handle all orders, deliveries, returns and billing reports.
* Ensure product rotation on display on a regular basis as per company standards.
* Provide all daily, weekly and monthly sales reports to the account department.
* Maintain inventory of products and prepare accurate records for same.

**Wintek Infosys. Angamaly, Kerala**

**System & Network Administrator: July 2008-Jan2011**

 **Responsibilities:-**

* Managing data center activities of servers.
* Installation, configuration and supporting of Windows Server 2003 and 2008.
* Managing Active Directory with multiple domains and users.
* Physical installation of servers including server racking, network cabling and electric connections.
* Periodic maintenance of servers.
* Installation and configuration of third party applications on servers.
* Provides support for incidents and problems report.
* Installation and monitoring the server activities.
* Configuration and managing server backups.
* Discussing, planning and organizing with the team for a timely delivery IT requirements.
* Training for new hires and
* Research and learn new technologies.
* Discussions and meeting with other teams for better understanding of requirements and changes

**ATAPI Systems, Cochin, Kerala**

**System Engineer: March 2003- June 2008**

 **Responsibilities:-**

* Setting up new end users’ desktops, laptops and printers
* Configuring Local area networks, setup of wireless devices and ADSL routers
* Configured and maintained windows 2003 as DHCP, DNS and web server
* Installation and trouble shooting of various operating systems. (Windows95, Windows98,Windows ME, Windows 2000 professional, windows XP, Windows Vista, Windows7,Different flavors of Linux)
* Setup of printers and other peripherals
* Assisted on on-site visits and hardware troubleshooting and local system upgrades
* Assembling and troubleshooting PC’s on INTEL and AMD architecture
* Hardware trouble shooting and replacement
* Analyzing information system needs, evaluating end user requirements
* Installation & configuration of Microsoft exchange server and trouble shooting
* Installation and configuration of different antivirus and software packages
* Setting up new internet connections, remote desktop, VPN server and clients

**In VU IT Solution Pvt. Ltd Bangalore**

(One month contract work at ACS, info park, Cochin as a network/desktop engineer from 4th November 2010 to 8th December 2010)

**Professional Qualification**

Computer Hardware and Network Engineering (ACCEL IT ACADEMY)

Microsoft Certified Professional (MCP)

Microsoft Certified System Administrator (MCSA), Messaging

Microsoft Certified System Engineer (MCSE)

Microsoft® Certified Technology Specialist (MCTS) - Microsoft Exchange Server 2010, Configuration

Microsoft® Certified IT Professional (MCITP) - Enterprise Messaging Administrator 2010 - Charter Member

Cisco Certified Network Associate (CCNA)

**Academia**

* **Bachelor of Arts (Hons) in Business Management, Glyndwr University, United Kingdom.**
* **Plus Two**
* **S.S.L.C**

**Technical Proficiency**

* Good Knowledge and practice in Computer Hardware and Networking
* Well versed with Windows 98, 2000, XP, 2003, 2008, Vista and Windows 7 including installation and troubleshooting.
* Excellent in working with all Microsoft Office products.
* Excellent knowledge in desktop/Laptop/server hardware/software diagnostics.
* Configuration and management of network and server monitoring tools.
* Good knowledge in setting up servers, installation and maintenance.
* Good knowledge in ADS management.
* Good knowledge in Anti-Virus products.
* Excellent Technical Support skills.
* Excellent problem solving skills through better analysis.
* Hard working and good team player.

**Personal Dossier**

Nationality : Indian