**CURRICULUM VITAE**

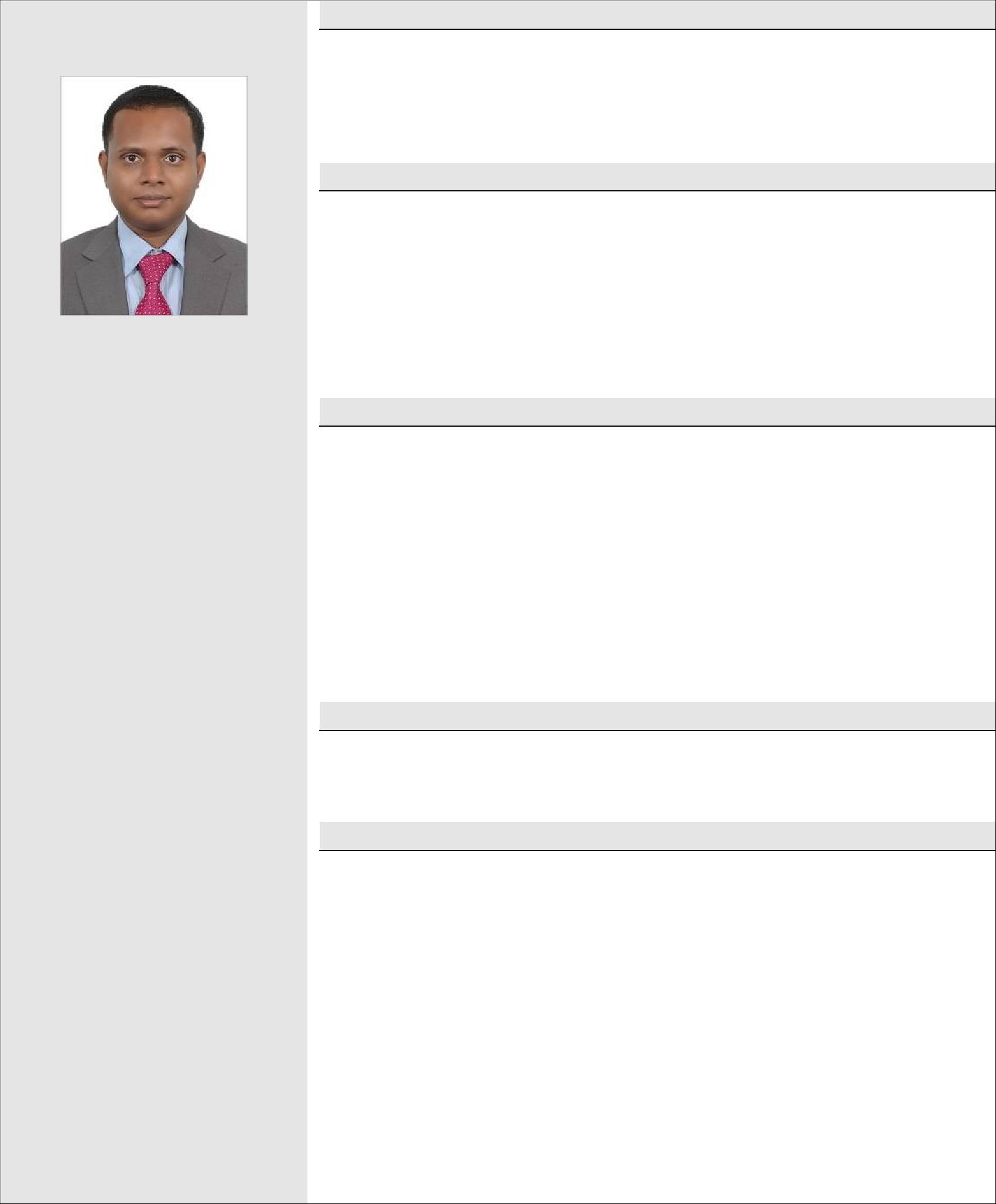
GOODWIN

**E-mail :**

[**GOODWIN.333967@2freemail.com**](mailto:GOODWIN.333967@2freemail.com)

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| **Personal Data:** |  |  |
| Date of Birth | : | 14/05/1987 |
| Sex | : | Male |
| Religion | : | Hindu |
| Nationality | : | Indian |
| Marital Status | : | Single |
|  |  |  |
| Visa Status | : Employment | |

**Career Objective**



To work in a reputed company with the aim of contributing my efforts towards achieving its goals, which would at the same time help in enhancing my talents and bringing out my potential.

**Educational Qualification**

1. B.Sc. Computer Science (Graduation, 2007 ) - 68.4%
2. +2 (Higher secondary, 2004) - 52%
3. SSLC (High school studies, 2002) - 67.8%

**Experience Summary**

1. Working as System Administrator in MEDIATRON SYSTEMS LLC (surveillance systems) Installations & Troubleshooting, Dubai from May 2013.
2. Worked as System Administrator for Logtech Info way Pvt. Ltd, Thiruvananthapuram (2009-2013).
3. Worked as Junior Service Engineer for Fusion Info Pvt. Ltd, Thiruvananthapuram (2007-2009).

**Languages Known**

English, Hindi, Malayalam &Tamil.

**Technical Summery**

* Support and troubleshooting servers, computers, wireless, switches, printers, copiers, mobile devices, etc.
* Software installation and application support.
* Antivirus updates and virus removal.
* Provide support to end users locally and remotely.
* Provide support to IP TV, IP CCTV & IP INTERCOM.
* Purchase of network and CCTV equipment, software, computer and peripherals utilizing different vendors.
* Cable installation, CCTV cameras installation, DVR configuration, access and support.

**Duties**

* Resolved problems, queries, emergencies and complaints affecting quality or availability of services.
* Monitored and recommended standards for software and hardware.
* Responded to technical, sensitive or complex inquires or service complaints.
* Planned and coordinated the installation of software, hardware and data communication updates, enhancements and updates.
* Interfaced with third party technical support vendors and support personnel.
* Provided technical advice to IT staff and other departments on software, system, hardware and data communication.
* Responsible for the collection and replacement of CCTV hard drives from designated coaches
* Troubleshoot hardware and software malfunctions as well as network issues as it relates to the CCTV system.
* Utilize complex software to connect to various network devices for manual CCTV downloads.

**Skills Acquired**

* Excellent leadership and interpersonal skills.
* Exceptional understanding of assigned applications, with specialized technical knowledge.
* Strong organizational skills.
* Excellent technical knowledge of all phases of application systems.
* Able to handle software testing tools and environments essential to conduct job functions.

**Achievements**

* Good Conduct Certificate from **Dubai Police**.
* Certified as **Security Systems Technician** from the **Department of Protective Systems**, Dubai Police General Head Quarters on 2015.

**Declaration**

I do hereby declare that the above-furnished details are true and fair to the best of my knowledge and Belief.

**Date : 18-12-2016**