

**THAINDU**

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**Sharjah, UAE**

**Career Objective**

Seeking a Position as **IT Support Engineer** in a fast growing organization involved in an emerging technology where I could exploit my past education, professional ability & experience to develop, contribute and lead company for optimum growth and development.

**Profile Summary**

* Hold a Higher Diploma in computer science.
* Cisco Certified Network Associate. Microsoft Certified Professional.
* Self-motivated and great team player, Have excellent time management, co-ordination, influencing & Interpersonal skills.
* Good analytical & problem solving skills and can work under pressure to meet the deadlines. A quick learner with an inquisitive mind, committed to pursuing personal development.

**Professional Experience**

**IT Support**

**Ansar Group, UAE**

**(Sep 2013- Till Now)**

Currently working as IT Support in Ansar Group [http://www.ansar-group.com](http://www.ansar-group.com/)/

* Creating users, groups and assigning share permissions, Group policies
* Daily and monthly backup using Symantec Backup Exec
* PABX and IP phone management using Siemens
* Managing wireless controllers and access points using Aruba Controllers and Cisco
* Configuration of switches.
* Performed basic system administration tasks on Microsoft Dynamics-Navision ERP Software
* Configure alert for triggering email for critical alerts to network switches, servers and UPSs
* Performed basic system administration tasks on Citrix Server.
* Managing and configuring POS
* Managing IT Assets Inventory
* Managing firewall and VPNs (Sonic Wall) and keep alive of VPN between site to site and Client.

**Junior Technician**

**JKOA, Srilanka (January 2013-August 2013)** [**http://www.jkoa.com**](http://www.jkoa.com/)**/**

* Migration of client OS
* Laptop Diagnose and repair on client side.
* Troubleshoot, analyze and fix all end users network and system related problems after the migration
* Printer/Fax/scanner configuration and support

**Trainee Technician**

**CBA, Srilanka (October 2011 - December 2012)** [**http://www.cba.lk**](http://www.cba.lk/)**/**

* Undertaking the day-to-day activities like user profile creation, password reset, file sharing.
* New Installations & diagnosis of finger scanners, POS Systems, Desktops & laptop Pc’s.
* Solving Application, Software issues
* Experience of supporting a wide and varied client base.

**Academic Qualification**

**Higher Diploma in Computer and Science** (2010-2011)

INFORTECInternational Institute of Information Technologies - Sri Lanka

**Professional Qualification**

* Cisco Certified Network Associate - Routing & Switching
* Microsoft Certified Professional - Installing and Configuring windows server 2012

**Technical Skills**

* Operating System: Windows 7/8/10, Server 2008/2012 R2
* Messaging: Office365
* Virtualization: Hyper V
* Backup/Recovery: Symantec Backup Exec
* Desktop Imaging: Symantec GHOST, Acronis
* Antivirus: Symantec End point Protection, Kaspersky, Trend Micro
* Network Devices: Cisco
* IP Telephony: Siemens
* Wireless: Aruba Networks, Cisco Networks
* ERP Solution: Microsoft Windows Dynamic NAV

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| **Personal Profile** |  |
| * Date of birth | : 01-01-1991 |
| * Gender | : Male |
| * Marital status | : Single |
| * Languages | : Sinhala, English & Hindi |
| * Visa Status | : Employment Visa |

**NON RELATED REFERIEES**

Available Upon Request.

I do hereby certify that the above particulars furnished by me are true and accurate to the best of my knowledge.