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| ManojManoj.341685@2freemail.com  | **Career Objective** Aspiring for a challenging career in Information Technology, as a part of a technical team, where I can get opportunities to be creative and responsible to obtain a challenging position in the field of IT. |  |
| **PROFESSIONAL QUALIFICATIONS** |  |  |
| * Bachelor of Computer Applications (BCA)
* Diploma in Computer

Hardware Maintenance * I.T.I.(Electronics)
* CCNA and MCITP
 | **Summary*** More than 12 Years of experience in IT Service Management, IT infrastructure management, End User Support, System Administration and Networking with significant achievements at each stage.
* Team lead for technical support Middle East group.
* Proficient in managing windows servers and active directory configuration, implementation and administration.
* Expertise in installation and support activities of LAN and WAN networks.
* Active team player and quick leaner with excellent communication and interpersonal skills
* Vendor coordination for different services for business.
* Proficiency in the troubleshooting and resolution of all client queries.
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| **EXPERIENCES** |  |
| Image result for cameron international logo*Cameron Middle East -* *A Schlumberger Company* Period Mar-2010 – Jan-2017Role: IT Support Team Lead | **Duties & Responsibilities*** Team lead for Middle East technical support group and responsible for the performance and availability of IT services for the entire Middle East Branches – 14 branches in 7 countries across Middle East and North Africa.
* Responsible for monitoring the IT incident management process and make sure all the tickets are closed within SLA to mitigate the adverse effect of critical incidences on business operations.
* Installation and Administration of Servers. Data backup and restore.
* Provide technical support for end users as level 2 and 3.
* Installation, configuration and troubleshooting of business client software like SAP, MS CRM, and Engineering Applications etc.
* Cisco switch and Cisco IP phone configuration.
* Manage and drive critical IT Projects in line with business requirements.
* Work with different cost centers and provide them with suitable IT solutions to run their business.
* Work closely with Network Team, Server Operations Team, Core Technology team, Application development team etc.
* Procurement of IT hardware, software and maintenance products & services.
* Vendor coordination for different services for business needs.
* Work closely with corporate Finance team for IT budget planning
* All IT asset management and end of life cycling.
* Providing telephone and remote technical support.
* Administration of Enterprise Physical Access Control System (ePACS)
* Remote site administration and support by phone, email, RDP and Dameware.
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| http://bluerhine.com/images/logo.jpg*Blue Rhine Group of Companies*Period Jul-2007 – Feb - 2010 Role: IT Coordinator | **Duties & Responsibilities*** Supporting 5 branches in UAE and 2 branches in Middle East.
* Providing 1st line technical support, answering support queries via phone & email.
* Installation, Configuration and of Windows and other Software.
* Installation and Maintenance of Internet Connections through CAT cable and wireless.
* Managing Mdaemon Mail Server, Application server and DB Server.
* Installation and configuration of ERP application software (ORION).
* Establishing and ensuring VPN connectivity between Head Office and Branches.
* IT support through remote desktop and VNC.
* Network and printer Trouble shooting.
* Interacting with various vendors for sourcing products and solutions and for closure of calls of machines, which are supported by them.
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| Image result for HCL*HCL Infosystems*Period: Apr 2004 - Apr 2007Role: Customer support Engineer | **Duties & Responsibilities*** Provide support for clients such as Banks, Government offices etc. On call basis as a field engineer
* Provide onsite support for clients having onsite support contract.
* Installation and Administration of Windows 2000/2003 Domains.
* Administration and Maintenance of LAN and WAN.
* Installation, Configuration and Troubleshooting of Intranet and Internet.
* Installation and Maintenance of PCs including loading Operating System such as Red Hat Linux and Windows XP, 2000, ME, 98, 95 etc.
* Installation and Configuration of all required software on PCs to create an environment for the connectivity of System Networks Architecture
* Implementation and Management of Antivirus Server and Clients.
* Installation and Maintenance of the Local & Network Printers and Dump Terminals.
* Tracking asset movements and ensuring software and hardware assets are within control
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| *Key HCL Clients supported*  |
| **Indian Airlines Limited, Trivandrum International Airport, India.**Role - Network/System Administrator (Onsite) | Period: Oct 2005 - Dec 2006  | **Duties & Responsibilities*** Handling the day to day IT issues in the work site
* Close the calls with in SLA, WAN Connectivity
* Periodic checking of the computer systems both Hardware and Software
* Solving issues related to networking, printing etc.
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| **National Transportation Planning and Research Centre (NATPAC), Kerala, India**Role - Network/System Engineer (Onsite) | Period: Dec 2006 -Apr 2007 | **Duties & Responsibilities*** WAN Connectivity
* Hardware and Software Support
* Network Support
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| **Techvendors Computers, Trivandrum**Period: Oct 2003 - Mar 2004Role: Hardware Service Engineer | * Installation, Configuration and Administration of PC’s and Peripherals.
* Installation and Maintenance of LAN and Internet Connections.
* Assembling, Installation and Upgradation of PCs.
* Testing and Repairing of Peripherals and other Hardware
* Servicing and troubleshooting of printers.
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