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| Manoj[Manoj.341685@2freemail.com](mailto:Manoj.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. | | | | | |
| **EXPERIENCES** | |  | | | | | |
| Image result for cameron international logo  *Cameron Middle East -*  *A Schlumberger Company*  Period Mar-2010 – Jan-2017  Role: 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. | | | | | |
| 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. | | | | | |
| Image result for HCL  *HCL Infosystems*  Period: Apr 2004 - Apr 2007  Role: 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 | | | | | |
| *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. | | | |
| **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 | | | |
| **Techvendors Computers, Trivandrum**  Period: Oct 2003 - Mar 2004  Role: 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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