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| **CURRICULUM VITAE** |

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| **Broose**  **IT Support& Networking**  **C/o-Contact No.:** +971502360357  **E‐Mail:** [broose.343181@2freemail.com](mailto:broose.343181@2freemail.com) |



**OBJECTIVE**

To work with an organization where I could add value to the organization for the mutual success by using my technical knowledge and skills.

**KEY SKILLS AND COMPETENCIES**

* Managing of **Active Directory** on Windows Servers 2008,2008R2/2012
* Installation, configuration and troubleshooting of Desktops and laptop
* Asset management
* Handling Spiceworks ticketing tool
* **Remote support** for end users with **LandDesk** Application
* Administration of Windows DNS and DHCP Server
* Knowledge on **Lotus Domino** Mailing Infrastructure (Domino Server (8.5 and 9), Sametime Server ,Traveler Server)
* WSUS installation and configuration
* DFS Replication configuration
* **McAfee Anti-Virus Server** and EPO 4.6 installation, configuration and maintenance.
* Implementation, administration of Active Directory, DNS etc.
* Configuration of print server
* Hardware system – PC’s, Servers and Laptops
* Operating System – Windows 2008 R2 Server, Win XP Pro/Home, Windows Vista, Windows 7 & Windows 8
* Mailing Software – Microsoft outlook, Thunderbird and Lotus notes
* Network Essential – Topology, Cabling, Inter networking devices.
* Wi-Fi Networking.
* Administration – Active directory, DNS, DHCP, Users and Group Policy, Site and Services, Domain Trust, Backup, IP Addressing, Sub-netting, Troubleshooting PC & N/W
* Typing speed -45 WPM

**CAREER OUTLINE**

**Value point Systems Pvt Ltd, Bangalore**(June 2015 – January 2017)

Designation:**System Administrator**

**Job Profile:**

* Assigning permission for files, folders and NTFS file permissions on 2008r2 and 2012 server.
* Asset management
* IT Helpdesk management through calls and Ticketing tools.
* McAfee EPO configuration and regular dat updation for 3 Domain controllers
* McAfee DLP drive lock configuration and bypassing
* WSUS installation and patching clients monthly
* Installing, configuring Software’s and trouble shooting
* Maintain trouble shooting of windows client systems within SLA
* Configuring outlook and troubleshooting
* Quick book installation and configuration
* Handling **LANDesk** centralized management tool for ticketing and remote access of client systems
* Handle all the IT/System/Network related calls, gather the requirements and propose costeffective solutions to the clients
* Managing users, groups and computers in the active directory infrastructure.
* **IBM Lotus Notes Domino 8.5 and 9** Administration like user ID creation, account configuration and Deletion Maintenance with Domino Console.
* IBM Lotus Notes installation and trouble shooting in Client side.
* Installing and configuring software’s and operating systems and troubleshooting.
* Ensure zero down time by carrying out proper maintenance of servers and networks

**Marcellus Infotech Pvt Ltd, Bangalore**

(July 2012 –May 2015)

Designation:**Desktop Support Engineer**

**Job Profile:**

* Installation and configuration of Win XP/Vista/Win 7, Win 2003 Server, with required applications on client systems.
* Installation and maintaining servers and desktops OS
* Handled calls from end users and resolve the issues within the SLA
* Creation, Modification and Deletion of User Accounts in Domain Controller.
* Joining the workgroup systems to domain.
* Installation and handling Windows XP,Vista,Win7,WinServer and Linux systems Ubuntu,
* Configuring and troubleshooting of mail client software’s such as Microsoft OUTLOOK, OUTLOOK express & Mozilla Thunderbird.
* Configuring peripherals like Barcode Printers, Local printers, Network Printers, scanners etc.
* Maintaining LAN,Wi-Fi Network

**Job Oriented Cources:**

* Advanced diploma in Computer Hardware & Networking
* Infrastructure Management System Specialist - consist of A+ (Computer Hardware) N+(Networking), MCITP & CCNA

**Educational Qualification**

* S.S.L.C - Kerala Syllabus
* Higher Secondary – Madras HSC
* B.Sc.IT - Sikkim Manipal University

**Personal Details**

**Date of Birth :** 29-04-1980

**Language Known :** English, Hindi, Kannada, Malayalam and Tamil

I hereby declare that the above statements are true to the best of my knowledge and belief.