

****Arun

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**SUMMARY**

◊Technical expertise

Got professional work experiencein Saudi Arabia, Qatar & India for providing technical solutions to end-user problems related to; software, hardware, networking, voice and video technologies. Resolving windows 7,8,10 client side issues in a Windows domain environment directly or by remotely, configuring and troubleshooting of MS Outlook email.

◊Hardware/Systems

PC/server, laptops, multifunction printers,routers, switches,CCTV (NVR,DVR), Biometric Devices VOIP phone.

◊Application support

Basic support to Microsoft Office 2007/2010/2013 software’s, AutoCAD, Primavera, Bentley Microstation, Peachtree, Sage Accpac ERP – Accounting application, MEENA Payroll system, Crystal Reports, IBM – MAXIMO Procurement software.

**PROFESSIONAL EXPERIENCE**

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| **Nov’2014 –Present**:- **NavigantBPM**; Technopark,Trivandrum, Indiaas **Technical Support Engineer** |

**Role:**

•Reporting to service desk - manager,and being a shift in charge for the service desk team effectively manageddaily technical support activities on desktop support, network and server managementto astrength of 1200 desktop & 500 Laptop userson various 24\*7 shifts.

•Managing IT Service Management in house application system (KAYAKO) by proper SLA. Resolving various IT - service request, incidents, problems, change management directly or by remote (LogMeIn, Lansweeper Remote Control) Spark & Skype chat.

•Fixing L1 level infrastructure client side issues on Windows 2012 domain environment,Bitlocker encryption security, OS installation through MDT feature, Configuring FileZilla for data transfer, taking windows back up. Verifying& doing corrective action for Symantec End pointantivirus clientissues.Configuring and troubleshooting Office 365 mail access on MS Outlook application and on mobile devices with Microsoft Intune security.

•In coordination with Network engineer’s resolving LAN & WAN related issues,configuring CISCO VOIP phones, XLITE VOIP application and CISCO VPN access. ResolvingIE browser Squid proxy error, VPN network &troubleshooting checkpoint firewall blocking issues.

•Closely working with IT Security team for software auditing,Hard disk wiping with Kill disk application, performing monthly NESUS Vulnerability fixes.

* Asset Management maintaining up to date IT inventory using Lansweeper network inventory, performing IT auditing, controlling new IT peripheral request from staff’s by utilizing used devices from IT Store’s.
* Installation & troubleshooting of different client applications software’s like citrix receiver issues etc.

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| **May’2008** –**Dec’2013**:- **Al Muhaidib Construction & Eng**.,Dammam-Saudi Arabiaas **IT Support Supervisor** |

*ISO 14000 certifiedcompany active in Construction&Contracting all over Saudi Arabia with HQ in Jeddah,*

*Reporting toTechnical &Operation - Head in(Saudi Arabia) Jeddahheadquarters.*

**Role:**

* As a regional IT representative& managing a team of 5 Desktop Support staff, solely responsible for entire day to day IT–Operations for the Company (Saudi Arabia) eastern province (Dammam, Manifa, Shedgum, Jubail)business regional branch offices,off site locations.
* IT - Technical support for up to 500 users at branch HO & remote project site officesdirectly or by remote assistance.Responding toIT - Helpdesk request receiving through IBM – Maximo (IT Service management software suite)for Service request, Incidents, Problems for resolutions & escalations.
* System side support by closely liaises with Sr. System Engr.(Jeddah HQ) administration and maintenance of LAN & WAN under MS Windows2003 Domain Server environment, managing DHCP/File Server, File Server NT-backup, user access permissions in shared folder &managing security threats using Trend Micro Office Scan client software. Configuring & troubleshooting of Messaging System through MS Outlook 2010(OWA, RPC over HTTP,POP3) BlackBerry phones Enterprise Mail accounts, Citrix access client support.
* Network & Communicationsin co-ordination with Network Engineers team at Jeddah HQ, configuring VOIP communication with AASTRA phones, managing WAN to remote sites through Point toPoint Access Point (UBNT &InfiNet) devices. Configuring and controlling security access through IP based CCTV (Axis) systems, managing employee time attendance system & access control throughmobile & network connectedHand,Finger&Face recognition(Schlage/Ingersoll Rand/Marvel) machines at regional offices & remote project sites.

**Key Highlights:**

* From a team of 15 IT Support Staffsin Al Muhaidib companygot assignment to Company Qatar Operations fromJan’2009 to Apr’2010 to coordinate their new H.O Infrastructuredevelopment at Doha – Qatar.

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| **May’2006–Mar’2008**:- **Hindustan Latex LTD**;Kerala -India as **Computer Hardware & Networking Technician** |

*A Gov. of India EnterpriseISO 14001 certified health care company in India active for manufacturing and marketing the widest range of contraceptive health care Products;I was working in theirmain manufacturing plant (Peroorkada)which is world’s biggest production unit for contraceptive products.*

**Role:**

* Provided (24×7)DesktopSupportto 500+ users / 250+ desktops on various work shift, resolving hardware, networking, System Administration related issues inside plant.
* Installation & administration of Windows 2003 Server which is configured as Terminal Server to connect Thin clients for accessing EIMIS – Oracle based Application to employees.
* Administration and maintenance of LAN consisting of 250+ nodes under Windows 2003 Domain Server environment.

**ACADEMIC CREDENTIALS**

● Three Year Diploma in Computer Hardware & Network Engineering from National Council of Vocational Training, Gov. of India in “The Institute of Engineering” Trivandrum, Kerala

● S.S.L.C from Kerala State Board of Public Examinations, St. Joseph’s H.S.S, Trivandrum

CERIFICATION

● Microsoft Certified Solutions Associate: 2015 (MCSA - Certification ID : 11587305)

**PERSONAL DETAILS**

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Nationality -Indian

Date of Birth - 14 - May - 1982

Marital Status- Married

Driving Licence -Valid Indian Driving License Visa Status - UAE Visit Visa Notice period - Immediate