**Marshel**

**Marshel.352574@2freemail.com**

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 A Computer System and Network Engineer with over 15 years of experience in IT and Customer Support functions having the aptitude, confidence and determination to be amongst the best in this Industry. I’m a multi-skilled professional with a superb track record of Design, Implementation & managing complex functional projects(ICT & ELV) in various environments. Presently looking to join a company that rewards effort and initiative, whilst at the same time providing plenty of progression and development opportunities to its employees.

**PROFFESSIONAL EXPERIENCE:**

**Secutronic FZE , Dubai 2008 – Till date**

**IT System & Network Support Engineer and Coordinator**

**Key Responsibilities:**

* Design and implement IT infrastructure as per business needs considering the current technology and security threats.
* Manage vendors and third parties for the assigned portfolio to ensure they contribute to plan implementation, in compliance with agreements and policies
* Lead feasibility studies, technology assessments by working with business managers to identify innovation opportunities
* Providing Efficient Technical / Customer Support. Manage and coordinate the team to ensure service is delivered according to agreed indicators and high quality standards
* Report to senior management to accurately communicate achieved results, potential risks and improvement actions
* Experienced in IT & ELV(CCTV, Access Control System, Intrusion Alarm System, AV, Visitor Management System, Intercom, Structured Cabling) System Design and Presales activities.
* ELV Project Execution, Configuration, Testing and Commissioning.
* Setup and Configuration of Windows and Linux based servers.
* Server Administration - Installation and configuration domain controller and active directory , ,configuration and deployment of DHCP, DNS, NFS, Group Policy, IIS, Patch Management, Clustering , RAID Configuration, Memory Management..
* Installation and maintenance of MS exchange and Mail directory.
* Setup and configuration of VSphere and VCenter , Citrix.
* Network( LAN and WAN) Administration- Switches, Routers, Access points, PDAs, POS Machines, GSM phones and GSM cameras, Smart phone, Printers.
* Installation and configuration of ISA proxy server ,
* Installation and deployment of Enterprise antivirus and anti spam softwares including Fraud and vulnerabilities monitoring , LAN Desk Network Monitoring Software.
* Installation , configuration and maintenance of Server(IBM Blade Center HS23),Storage(SAN, NAS, ISCSI, DAS). RAID configuration and partitioning the drives, Tape Library Management , Symantec EXEC(Veracity) back up management system .
* Setup and configuration of Cisco routers(2950, 3850) ,Switches ,Hardware firewall(3com Office Connect 3CR870-95, Sonic wall,) , Load Balancer and cloud systems.
* Database management - Installation , configuration, maintenance, backup and file management of SQL, and SQL express.
* Managing and monitoring Leased Lines, ISDN Lines and high speed broad band lines.
* Providing Presales and Post Sales support on IT & ELV products including preparing design solutions for the projects as per the project requirements.
* Installation, configuration and maintenance of data and voice networks.
* Responsible for the day-to-day operation of IT network and providing training for the clients and company staffs
* L1, L2 and L3 support for the IT and network systems(Server, PCs/Laptops , POS, Kiosk, Printer, Access Points, Switch , Router).
* Experienced in implementing Enterprise Telecommunication PABX system.
* Good knowledge in preparing technical and financial proposals.
* Design and installation of fiber networks( Single Mode and Multi Mode), Connectorisation of Fiber Cables.
* Installation and configuration of Microsoft AX and Sage accounting system.

**MAJOR PROJECTS ACHIEVEMENTS**

1. **Dubai Road and Transport Authority** -- Designed and Estimation IT infrastructure , Storage System and Access Management System for all RTA branches
2. **Dubai Police Forensic department** -- Designed and Implemented the Storage , Network System , CCTV System.
3. **UAE Land Forces**-- Installation, configuration , testing and Commissioning of Militray Training Systems, IT Infrastructure Development & Storage Management System, Installation and Configuration of Survey copter Video Transmission Systems. **I was selected to visit the factory in Belgium and the training in Germany(Dusseldorf) and Belgium.**
4. **Sharjah Police** -- IT & Network Infrastructure Development for Sharjah Police City Surveillance System . Designed and developed IT and ELV infrastructure for the Sharjah City Surveillance Project.
5. **Sharjah Ruler Office --** Design , Estimation , Implementation of IT infrastructure for Sharjah Ruler Office which included back bone network, server and storage system.
6. **Wild Life Zoo Project, Kalba** -- Design , Estimation , Implementation of IT infrastructure for Sharjah Ruler Office which included back bone network, server and storage system
7. **Abu Dhabi Commercial Bank** -- Designed and installed access management system for the bank and providing customer and technical support for the system for nine years.

**Gulf Medical University and GMC Hospital and Research Center Ajman**

 **June 2004 –Sep 2008**

**IT System Administrator, IT Coordinator**

**Key Responsibilities:**

* Design and implement IT infrastructure as per business needs considering the current technology and security threats.
* Participate in the business requirement meetings and translate the business needs into action plans.
* Manage vendors and third parties for the assigned portfolio to ensure they contribute to plan implementation, in compliance with agreements and policies
* Lead feasibility studies, technology assessments by working with business managers to identify innovation opportunities
* Report to senior management to accurately communicate achieved results, potential risks and improvement actions
* Installation and configuration of GMC Hospital and College LAN and WAN networks
* Setup , installation and configuration of the Servers, Switches , Routers, Access points, Printers, PoS machines , Laptop, Desktop in the college and hospitals
* Installation and Configuration of the Data and Voice network in the college and GMC Hospital Ajman and GMC Hospital Fujairah
* Designed and implemented the network infrastructure for library building of the college, GMC Hospital Fujairah, GMC clinic Dubai and GMC Hospital Ajman, clinical site of GMU(UAQ).
* Monitor and maintain leased lines (both internet and point-to-point leased lines of GMU, Ajman hospital and Fujairah Hospital) , ISDN lines and ADSL lines.
* Setup and configuration of Asset management software, Library software, Student Management Software, Hospital Management Software, Focus software.
* Responsible for maintenance and back up of the Database Management System(SQL)
* Responsible for the implementation of new projects at Gulf Medical College
* Maintaining the Information Help Desk for the GMC Hospital and College.
* Monitors network performance, availability, and reliability using tools such as LANDesk, Wireshark, Netflow, Solarwinds
* Coordinating works with IT Manager, colleagues, different service providers and vendors.
* Asset management and management of day to day IT related activities.
* Training the Gulf Medical University staffs and students

**MAJOR PROJECTS ACHIEVEMENTS**

1. Centralization of IT network infrastructure for Gulf Medical University , GMC Hospital Ajman, GMC Hospital Fujairah , Gulf Medical Center Dubai using dedicated leased line connectivity.
2. Centralization of Hospital and Student management system so that the software is accessible from the central location which is helpful for database management and software accessibility.
3. Design and setup of network infrastructure for new library block and IT lab building. Introduced RFID system for monitoring and tracking the library books. Introduced dual authentication method and e-learning system for the IT lab systems.
4. Design and setup of IT infrastructure for GMC Hospital Fujairah including back bone network. Deployment of management server and accounts server.

**Accel ICIM Pvt. Ltd ,Trivandrum , India**

 **January 2002 to March 2004**

**Technical Support and Business Development Engineer**

1. Managing the systems & network of the Clients (Reserve Bank of India, TVM Br., S C T TVM, Keltron , Various Banks etc).
2. Handled the Kerala Treasury Network System and Accounting Software across the state
3. Providing solutions & support for the major system upgrade & conversion(Microsoft and linux Servers).
4. Assembling Server& Workstation, Troubleshooting, and Installation of Various Operating Systems, Application Software, network printers, network management etc.
5. Completed excellent training objectives and general quality of service.
6. Performed excellent sales and marketing calls to reserve meetings with prospective clients.
7. Sent follow-up marketing materials and build follow-up calls/monthly and achieved and recognized excellent business relationship.
8. Carried out client presentations expressing the value plan of products, solutions, and service offering with and outstanding result that led to good sales achievement.
9. Handled product sales increase, individual sales efficiency and account bases by assessments sales activity plan.
10. Kept high profiles in proficient and the business community.
11. Expert in a cold-calling, negotiating contract, consultative selling, forming grouping and partnering with others.
12. Produced costs opportunities to support repeat sales.
13. Observed new account achievement by making contact with the customer at planned intervals.
14. Ensured the customer agenda satisfaction.
15. Determined extra account prospective through the other product brands, places, and sections.
16. Offered excellent management with the suggestions for developing volume, market shares and cost levels.

# SooryaTech Sep 2000 to Dec 2001

# System and Application Support Engineer

As a Technical Support Engineer , my jobs include managing the systems & network of the company. Providing solutions & support for the major system upgrade & conversion. The setup includes eight Development Centers & the Training centers. Day to day duties include maintaining the systems, network, addressing connectivity-related issues. Perform Internet download & upgrades. Patch installation & upgrades. Backup and recovery of the database and other data backups. Enhancing systems performance through various utilities. Monitoring the systems for any vulnerabilities etc. Providing online and onsite technical support for the clients on day today basis

**INDUSTRY EXPERIENCE**

**Banking --** Abu Dhabi Commercial Bank, Royal Bank of Scotland, SWIFT, Dhanalakshmi Bank India, Cooperative Bank India, Reserve Bank of India, Government of Kerala Treasury.

**Academic** -- Gulf Medical University Ajman, Common Wealth University Qatar.

**Heath Care & Hospitality** -- Gulf Medical Hospital Ajman, Gulf Medical Hospital Fujairah, Gulf Medical Center Dubai , NMC Hospital

**Government** -- UAE GHQ Land Forces , UAE Special Forces, UAE Presidential Guards, Sharjah Police, Abu Dhabi Police, Sharjah Ports, RTA Dubai , Dubai Silicon Oasis Authority, Keltron, Brahmos Missile Center, Sharjah Ruler Office and Palace, Kalba Zoo, Dubai Municipality, Dubai Higher Education.

**Logistics and Shipping** -- Mohebi Logistics, RHS Logistics , CMA - CGM, Agility Logistics

**Commercial and Retail** -- Cartier, Mont Blanc, Dunhill, Van Cleef and Arpels , Galleries Lafayette, Panmeas Jewellery, Rheinmetal Defence , Delloitte

**Automotive** -- AW Rostamani, Al Naboodah Automobiles

**Major Training and Certificates Attended**

Rheinmetal Defence Course on Military Target systems

Military Survey Copter Wireless Transmission Systems

Ogier and Proxim Broad Band Wireless Systems Training

Bosch CCTV and Access Control Presales Training

Bosch CCTV and Access Control Technical Training

FFT Fiber Perimeter Intrusion System Training

Detekion Perimeter Intrusion Detection Systems Training

Flir Thermal Systems Training

Training on Microdrone UAV systems

Training on VingCard Hotel Management Systems

Morpho Biometric and 3D Phase Recognition Systems

Honeywell PresalesTraining on CCTV&ACS

Mimosa Wireless System

Jablotron GSM Cameras and Alarm System

VingCard Hospitality Management System

Intercall Nurse Call Systems

Suprema Biometric System Training

Milestone Basic Training

Milestone Advanced Training

Mobotix CCTV Systems Training

S2 Access Control System

Nedap Access Control System

Paxton Access Control Training

Honeywell Prowatch Training

Axis Basic and Advanced Training

RF Spotter Microware Systems

Optex/Red Wall Training

Maxxess Access Control System

Watchnet Access Control System

EasyLobby Visitor Management System

**Educational Qualification**

1. B.E in Computer Engineering( Section is completed. Section B is going on)
2. Polytechnic Engineering in Computer Hardware and Network Engineering from Board of Technical Educations , Kerala , India.
3. Commercial Management
4. Industrial Management
5. CCNA ( Cisco Certified Network Associate)
6. Windows NT&2000 Administration
7. MCSE
8. Linux Administration
9. Computer Operator and Programming Assistant from Industrial Training Institute

**Driving License**

1. Valid UAE driving license (LMV)
2. Dubai Protective System License
3. DPS License for Intrusion Alarm System
4. MCC(Abu Dhabi) Certified

**PERSONAL ATTRIBUTES**

* Loyal, Sincere and eagerness to learn and improve.
* Hard working , patience and simplicity
* Team spirit, creative, proactive.
* Organizational and Project Management skills
* Always carries a positive attitude.
* Ability to work with cross functional teams
* Self motivated with a desire for continuous learning,
* Temperamentally organized to work under stress, independently, as well as in team.

**Personal Details:**

Nationality Indian.

Date of birth 08-11-1980.Sex MaleMarital Status Married

Visa Status Residence Visa (Free zone)