NEIL

NEIL.360292@2freemail.com

**With 7 years of Experience in the Kingdom of Bahrain & United Arab Emirates in the areas of Network Administration, Data Control, IT Support. I am now looking forward to a more competitive job title in the world of IT , where I can serve my skills , face a new data of challenges and all the more where I can grow and multiply career prospects.**

WORK PROFILE

**Nov 2014 till Date IT Engineer, Gulf Engineering Service, Sharjah**

* Administration and Management of Servers and Operating Systems
* Receive and record technical and/or application support calls from end users.
* Network configuration / management, client setup, connectivity etc.
* Provide investigation, diagnosis, resolution and recovery for hardware/software problems.
* Maintain overall ownership of user’s issue & service ensuring that they receive resolution within a reasonable time frame.
* Provide initial assessment of urgency and business impact on all support calls.
* Manage service requests, software installations, new computer setups, upgrades, etc.
* Ability to work independently and in a team environment.
* Network configuration / management, client setup, connectivity etc.
* Back‐up Management
* Inventory Control and Assets Management
* Handling vendors, AMCs, system support etc.
* Worked on ERP Software (Beams) , administration , monitoring and setting user control
* Worked with ISO files, administering and monitoring files on serve

**System/Application/Network Support**

* Install, upgrade, support and troubleshoot Applications hosted on Windows Server
* Interact with numerous computer platforms in a multi‐layered client server environment
* Systems, file servers, application servers, and administrative systems
* Diagnose and resolve Windows applications and networking problems to help minimize downtime
* Troubleshooting network connectivity in a LAN/WAN environment
* Requesting and coordinating vendor support

**Desktop Support**

* Install, upgrade, support and troubleshoot XP, Windows 7 and Microsoft Office 2007
* Install, upgrade, support and troubleshoot for printers, computer hardware
* Performs general preventative maintenance tasks on computers, laptops, printers
* Customize desktop hardware to meet user specifications and site standards
* Responsible for monitoring, operating, managing, troubleshooting and restoring services

**Operational**

* Provide user data and application recovery
* Email account administration
* User account administration
* Familiarize end users on basic software, hardware and peripheral device operation
* Works with vendor support contacts to resolve technical issues within the desktop environment
* Operates within, enforces, and suggests modifications and additions to desktop standards and guidelines
* Develop sound understanding of IT operations and related applications and IT systems
* Develop technical knowledge of each system within company profile
* Maintain adequate knowledge of operating systems and application software

**Dec. 2012 to Nov. 2013 IT Support Engineer, Jawad Business Group, Kingdom of Bahrain**

* Concerned with Windows 2000 & 2003 Server installation & configuration experience
* Working of firewalls, VPN, Antivirus and end user systems management etc.
* Working on ADSL routers, experience in installation and configuration of ADSL lines
* Manage and perform Service, Support & Helpdesk Management
* Installations of various H/w and S/w configuration of System
* Maintaining in Retail POS H/w, Scanners, and Labels Printer etc.
* Maintain IT Assets with label and update the IT inventory on time to time
* Trouble shooting Personal computers and Laptops, System backup, formatting; complete technical servicing of PC Complete PC expatriation.
* Resolving the PC’s technical problems arriving time to time.
* Documenting the work done and sending weekly reports, following ‘Query’ procedure and service calls sheets & other tasks as assigned by your line manager

**Feb. 2010 to Nov. 2012 Document Controller (Oracle Web Based Project Contract Management) G.P.Z (BANADER HOTEL), Kingdom of Bahrain**

**Sept. to Dec. 2009 Networking Administrator, Recycling For Charity, Kingdom of Bahrain**

**July to Aug. 2009 Graphic Designer, National Images, Kingdom of Bahrain February to July 2009**

**Technical Writer, The Modern Architect, Kingdom of Bahrain (Al Areen Oryx Hills and Desert Spa)**

EDUCATION

Bachelor of Computer Application (Mahatma Gandhi University, Kerala, India)

Bachelor of Arts in Visual Effects and Animation (Mahatma Gandhi University, Meghalaya, India)

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| Certifications | ‐ | ITIL Intermediate RCV |  |
| IRCA Certified ISO 9001 2008 |  |
| QMS Lead Internal Auditor | Apple Certified |  |
| VMware vSphere 6 |  | Information Security ISO/IEC 27002 Certified |  |
| Adobe Certified Expert |  | Computer Hacking Forensic Investigator |  |
| Certified Information Security Expert | EC Council Certified Security Analyst |  |
| ITIL foundation in IT Service Management | TMap NEXT Test Engineer |  |
| TOGAF 9 Certified |  | Six Sigma Yellow Belt Certified |  |

MEMBERSHIP

Professional Member (BCS) (MBCS) Member of the British Computer Society

International Council on Systems Engineering

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| KEY SKILLS | Service, Support & Helpdesk Management |  |
| Network & System Administration |  |
| Technology Leadership | Document Control |  |
| Project Planning & Execution | Technical Support & Maintenance |  |
| Client Coordination | Troubleshooting Ability |  |
| Quality Assurance Installation & Configuration | Analytical & narrative skills |  |
| End User Systems Management | Familiar with internet and social media |  |
| PERSONAL INFO |  |  |
| Family status: Married |  |  |
| Nationality: Indian |  |  |
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| Date of Expiry: 09/05/2020 |  |  |
| License: Hold a Valid UAE License |  |  |