 **Suravind**

[**Suravind.362510@2freemail.com**](mailto:Suravind.362510@2freemail.com)

**OBJECTIVE**

To become a system administrator with my extensive professional background and to prove myself as a valuable asset to the organization I work.

**PROFESSIONAL EXPERIENCE**

**AL DOBOWI GROUP**   *Oct 2012 to till now*

**Position: IT Support Executive**

Project: AL DOBOWI Group is a UAE based company. I am into the system support team where I need maintain server issues and system issues.

**Tata Consultancy Services** *Oct 2011 to July2012*

**Position: Process associative**

Project: EA Sports

Profile: Worked in an Application support team where we have to support all kinds of EA Sports Applications like GPS, GFR, Migros etc

**Allied Digital Services**  *June 2010 to September 2011*

**Position: Customer support engineer**

Organization: **Dell**

Client: Indecomm Global Services, Bangalore.

Project: Indecomm Global Services is a BPO with more than 2500 employees and about 20 office premises all over India. I was part of the Support team which provides Hardware and Software support to Indecomm. I do have experience from basic hardware installations such as OS installation, Mail id creation, mail client configuration in lotus notes and outlook.

**Copper Spiral RFID Technologies** *September 2009 to may2010*

**Position: System Engineer**

Project: Copper spiral RFID is a RFID based company. I was into system support team where I need to do the basic trouble shooting of hardware and basic softwares and also need to test the RFID hardware’s.

**PROFESSIONAL SKILLS**

* Comprehensive knowledge of the following Microsoft technologies: Windows 2012 ,2008 R2 and 2003 Active Directory, Group Policy, DNS/DHCP/WINS, File & Print services, Exchange Server, Domino Server.
* Administration, Customizing the ERP software Orion 10.6
* Storage technologies (SAN, NAS, RAID, Synology), backup and Disaster Recovery.
* Networking and Security: LAN and WAN, Internet technologies, Fortigate Firewall and Web filter.
* IP Telephony, Surveillance, access control, electrical infrastructure, data center management and design.
* Ability to lead and manage a team of IT professionals.
* Ability to assess IT requirements, create IT policies, strategic plans and recommend to senior management.
* IT Compliance for ISO and other certifications
* Design, implementing, upgrade and maintain the LAN&WAN networks.
* Experience with Active Directory design and troubleshooting.
* Experience Manage Antivirus servers, Vulnerability protection and application control for Trend Micro.
* Experience in VMware.
* Install and maintain all end-user software and hardware.
* Operating System: - Professional with All Windows versions as Administrator & User.
* Experience with MAC OS, Linux System, IOS and Android.
* Application: - Expert for using Microsoft Office, Internet, E-mails & All others applications.
* Hardware: - Hardware and Software Installation, Networking, Technical and Troubleshooting PC, Smart Mobiles Phones, Tablets, Laptops and Electronic Assembly.
* Networking: - Manage and maintenance LAN, WLAN, switch, Cables, Access point and Basic Router Configuration.
* Handling of ticketing tool SUMMIT, online IT support.
* Updation and management of windows patches
* Remote support through Dame Ware, VNC and Team viewer.
* Knowledge on applications like GPS, GFR , Migros.
* Experience in Sonic wall security permissions, internet restrictions etc..,

**EDUCATIONAL QUALIFICATION**

* **Diploma in Information Technologies from NTTF IT Centre Bangalore, Karnataka.**

Specialization: **Information Technology**

**PERSONAL DETAILS**

Date of Birth : 15-10-1987

Nationality : Indian

Marital Status : Married

Languages known : English, Malayalam, Kannada and Hindi

**DECLARATION**

I hereby declare that the above-mentioned information is correct and very much sincere as far my knowledge.

Date:

Place: Dubai