

**SANAL**

**SANAL.370537@2freemail.com**

**Educational Qualification**

**BCA**(Bachelor of Computer Application)

Madras University, Chennai, India

**Diploma in Computer Hardware and Networking -** SANMARK Network Division, Adoor, Kerala, India

**TRAINING/CERTIFICATION**

* MCP- Windows 2003
* MCSE-Windows 2003

**TECHNICAL SUMMARY**

**Operating systems**

* Windows XP Professional
* Windows 7,8,10
* Windows NT 4.0 Server
* Windows 2000 Server
* Windows 2003 Server
* Windows 2008 Server

**Messaging Systems**

* Microsoft Exchange Server 2003,
* Lotus Notes 6.0

**Application**

* MS Office, MS Outlook, QuickBooks,

**Backup Application**

* NT Backup

**Other Utilities and Tools**

* Dame Ware
* VNC
* Remote Desktop



**OBJECTIVE**

**IT Systems Support Engineer** with 9 years’ experience in technology and leadership. Broad technical knowledge combined with Problem solving, Aptitude and Good work skills, which also offer encouragement to perform better in terms of responsibility, challenging projects and upward Mobility Commensurate with performance

**PROFILE**

* Installation of Windows XP, Vista, ME, windows 7,windows 8, windows10, Server Win NT, Windows 2000,2003,2008, etc
* Administration and Troubleshooting of desktop workstations.
* Installation, configuration and maintaining of MS Outlook /XP /2003/7 and 2010.
* Maintaining and troubleshooting all types of printers
* Troubleshooting of network connectivity and other network related problems.
* PC Virus removing
* Cat 5, cat 6 cable crimping for systems switches
* Managing local area network's issues
* Diagnose and rectify operating systems and hardware related problems.
* Hubs, switches cabling and cross over cabling.
* Troubleshooting and repairing of Systems/Network/Internet issues
* Installing administration, Troubleshooting, Configuration (MS Windows NT/2000/2003/2008)
* Installing configuring WINS, DNS, DHCP and Active directory services, Web and file servers in Windows based server environment.
* Knowledge in VMware workstation ,and VMware server ESX/ESXi installation and configuration
* Implementation of Microsoft Active Directory
* Knowledge in installing and configuring Exchange 2003 Servers
* Administrating and Monitoring NT Backups

**EXPERIENCE**

**Systems support Engineer**

**Shankar Trading Dubai (GIANT GROUP)** (15-11-2015 to till date)

* Administration and Troubleshooting of desktop workstations.
* POS machine installing and configuring .
* Installation, configuration and maintaining of MS Outlook /XP /2003/7 and 2010.
* Maintaining and troubleshooting all types of printers
* Citrix xenApp. 6.5,xendesktop. 5, Citrix client Installation ,configuration
* Troubleshooting of network connectivity and other network related problems.
* PC Virus removing
* Cat 5, cat 6 cable crimping for systems switches
* Installation, configuration and maintaining CCTV & Security cameras.
* Managing local area network's issues
* Diagnose and rectify operating systems and hardware related problems.
* Hubs, switches cabling and cross over cabling.
* Troubleshooting and repairing of Systems/Network/Internet issues
* Installing administration, Troubleshooting, Configuration (MS Windows NT/2000/2003)
* Installing configuring WINS, DNS, DHCP and Active directory services, Web and file servers in Windows based server environment

**Systems support Engineer - 5 Years**(04-09 - 2012 to17-06-2015 & 5-10-2007 to 21-12-2009)

TDH SYSTEMS, Anchal, Kollam INDIA.

* Administration and Troubleshooting of desktop workstations.
* Installing, Configuring and Administrating Windows XP Professional, Vista, Windows 7,8
* Installation, configuration and maintaining of MS Outlook /XP /2003/7 and 2010.
* Troubleshooting of network connectivity and other network related problems.
* PC Virus removing
* Cabling & crimping for systems switches
* Troubleshooting & Configuring PC peripherals such as scanners, printers etc…
* Diagnose and rectify operating systems and hardware related problems

**Personal Information**

Date of Birth : 01st April 1980

**Languages Known**

* English
* Tamil
* Malayalam

**References:** Available on request.

 Declaration:-

 **Desktop support Engineer- 2 Years** (06-02-2010 to 29-08-2012)

 ASHRAM COMPUTER CONSULTANCY SERVICES (P) LTD, INDIA.

* Administration and Troubleshooting of Hardware and Networks
* Installing, Configuring and Administrating Windows XP Professional, Vista, Windows 7 Windows NT / 2000/2003 Servers
* Configuring Windows NT / 2000/2003 Servers for project requirements, Domain, DNS, File, print, DHCP, WINS and other network services
* Configuring Client/Server, LAN Setup, Internet
* Troubleshooting & Configuring PC peripherals such as scanners, printers etc.
* Servicing peripherals etc.
* VMware workstation ,and VMware server ESX/ESXi installation and configuration
* Citrix xenApp. 6.5,xendesktop. 5 Installation ,configuration

 **Technology Consultant – 1 Year**(22-05-2006 to 30-08-2007)

 CMS-COMPUTERS LTD, INDIA

 Project 1- Worked for AIG System Solutions (American International Group)

**IT Support Engineer**

Responsibilities

* Administration and Troubleshooting of desktop workstations.
* Administration, implementation, Troubleshooting, and Configuration of Networks (MS Windows XP/Vista/ME NT/2000/2003)
* Cat 5, cat 6 cable crimping for systems switches
* Installing and configuring Active Directory Domain, DNS server, File server, print server, DHCP server, WINS server
* Administrating and Monitoring NT Backup Servers.
* Providing lotus notes users support
* Installation, configuration and maintaining of MS Outlook /XP /2003/
* Troubleshooting Network Related issues
* Troubleshooting &Configuring PC peripherals such as scanners & printers.
* Providing 24 \* 7 on-call production support

Project 2- Worked for Reliance Info communications Ltd. Chennai as a Windows Administrator

Responsibilities

* Administration and Troubleshooting of desktop workstations.
* Administration, implementation, Troubleshooting, and Configuration of Networks (MS Windows XP/Vista/ME NT/2000/2003)
* Installing Virus Scanner (Quick Heal Anti-Virus).
* Maintaining ADS Server of Reliance Info com Ltd.
* Installing Troubleshooting, and Configuration of Networks (MS Windows NT/2000/2003)
* Administrating Windows 2000/2003 Domain User Accounts
* Configuring Client/Server
* Troubleshooting Network Related issues

 I hereby declare that the abovementioned facts are true to the best of my knowledge and belief

.