**RAJ**

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# Career Objective:

# Seeking a challenging opportunity in the field of operations and Information technology where I can make optimum use of my knowledge and contribute my expertise to your organization.

# Career Summary:

Over 5 years of experience in Coordinating, Administration, project management, project implementation / Planning, customer support & staff schedules, maintaining contracts and office documents.

* Project Implementing, Coordinating and Supporting.
* Purchasing for Projects.
* Sales Coordination.
* Administrating and Maintaining Contracts and Documents of Clients/Vendors.
* Leading software and Hardware team.
* Staff schedules for support.
* Providing supports and training

**Education Qualification:**

* **Master of Computer Application (MCA)**

Measi institute of information Technology Chennai, Tamil Nadu, India. (2007-2010)

* **Bachelor of Computer Application (BCA)**

Ponnaiyah Ramajayam College Thanjavur , Tamil Nadu, India. (2004-2007)

Professional Experience**:**

IT Support Coordinator **- Mycom systems L.L.C** – Dubai (April 2015 to present)

**Roles and Responsibilities**

* Coordinates program or project planning and implementation, including assessing needs, setting goals and objectives.
* Establishes project work plan and calendar or schedules; monitors, reviews, and evaluates progress.
* Coordinate sales team by managing schedules, filing important documents and communicating relevant information
* Assign tasks to internal teams and assist with schedule management.
* Troubleshooting system and network problems and diagnosing and solving hardware or software faults.
* Desktop support, repair desktop and laptops and replace parts.
* Providing Support to clients , Monitor and track project’s progress and handle any issues that arise
* Respond to complaints from customers and give after-sales support when requested
* Make purchase orders and have them signed from production managers.
* Troubleshooting PC and laptop and Configuring Printer Etc.
* Coordinate sales team by managing schedules, filing important documents and communicating relevant information
* Assigning tickets in issue tracking system (ITS) for staff for schedule tasks for staffs.
* Allocate staffs to support clients through telephone, online, visit basis .
* Assist technical support staff in managing tickets to meet helpdesk service level agreement.
* Organizing hardware delivery to client at right time for projects and arrange logistic team.

Quote for AMC (Annual Maintenance & Clearance) for Hardware & Software support.

* Assisting Support team in planning and implementation of projects. Respond to client requests in timely and accurate manner.
* Coordinates and attends meetings; establishes and maintains internal and external contacts as necessary.
* Monitors record keeping and file maintenance for the program or project like hardware and software.
* Provide administrative support and maintain in-depth knowledge of company policies and procedures.

**IT Support Engineer**

**International Traders (ME) Limited, Dubai – UAE, (Mar 2012 – March 2015)**

**Roles and Responsibilities**

Administrate and maintenance Active Directory such as setting new active directory, creating users & group policies and setting up the permissions Desktop and Laptop Support for both Hardware and Software.

Creating, Deleting, Modifying the Users account information, Resetting the passwords etc., by department wise, Email Client Outlook configuration.

* Responsible for the office employee on their Profile, Access, Email Management and Network Solution, Trouble Shooting PC and laptop and Configuring Printer Etc.

File Sharing Private & Public, Monitoring the User Activities & their daily Task.

* Installing and configuring computer hardware operating systems and application.

Assembling New Desktop and Installing the OS (Customer Needs).

Windows Recovery and Reconfiguration the OS, Data Backup.

Administrative task like, Preparing internal meeting, sales meeting, Service meeting to enhance the product quality & instance support to the co-operate clients & domestic customers.

Setup audio/video conference meeting.

Voice support to the customer, and giving solutions via telephonic, if the customer not satisfy with the telephonic support means, will give remote support via Team Viewer, AMMY, SSH for cross platform

Maintenance Spread sheet for Regular Task, Customer calls, sales call, Email Marketing, mail support to the co-operate customer.

Quotation, negotiable with customer for sales margins, & preparing SLA for tie-up.

Supporting for Internal Infrastructure & maintenance for small business IT Companies.

Reporting to the Management & heads about the daily sales & services, submitting service closed & opened calls reports to concern person.

**IT Support**

**ADROITSS Technologies India Pvt., Ltd, Chennai. India (Apr 2010 – Feb 2012)**

**Roles and Responsibilities**

* Simplified the processes of retrieving data from the computer system, maintaining department records, typing and compile reports daily, quarterly and annually.
* Functional knowledge of compiling and maintaining office records.
* Effective planning skills coupled with expertise in business administration.
* Demonstrated ability to perform word processing tasks including letters, memos, reports, labels, and inventory.
* Experienced in MS Office Suite, Administration Software, Outlook and Internet.
* Able to make quick and effective decisions. Excellent research skills.
* Excellent oral and written communication skills.
* Able to ensure that office supplies are ordered and adequately stocked.

**Certification:**

* Cisco Certified Network Administration **(CCNA)**
* Cisco Certified Entry Networking Technician **(CCENT)**
* Hardware technician

**Technical Skills:**

**Operating System :** Win Server 2008, xp, 7, 8, 10 , MAC.

**Windows Services :** Active Directory (ADS), IIS, DNS, DHCP, Group Policy Editor.

**Help Desk :** Windows Desktop, MS-office, Photoshop.

**Declaration**

I herewith sincerely affirm that the statements and the information’s furnished above are true and correct to the best of my knowledge and belief.