SARATH

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**Certifications**

 

**Summary**

CCNA Certified, Completed Computer Engineering Diploma, Completed BCA at Mahatma Gandhi University and Diploma in Enterprise Network Engineering under KELTRON. Searching for a challenging job in a good organization.

**Carrier Objectives**

To be associated with a progressive organization which can provide me with a dynamic work sphere to extract my inherent skills as a Professional, use and develop my aptitude to further the organization’s objectives and also attain my career targets in the progress.

* Excellent communication & interpersonal skills with a reputation for building strong internal & external relationship at all level.
* Good at problem solving
* Solid experience in technical support service.
* Strong analytical, critical thinking & problem solving skills with demonstrated ability in managing multiple responsibilities.
* Can put in extra efforts when called for and work under pressure & meet deadlines

Without sacrificing quality of output.

* Sound planning & scheduling skills.
* Work well individually and in a team.
* Quick learner, hard working as well.
* Able to perform assigned tasks with greater responsibility.

**RESPONSIBILITIES & SKILLS**

* Service Level Management, Quality Management, Maintenance and Repairs, System Security
* Inventory Management, Customer Service, Applications Support, Troubleshooting
* Undertaking data network fault investigations in local and wide area environments, using information from multiple sources;
* Securing network systems by establishing and enforcing policies, and defining and monitoring access.
* Project Planning, BOQ preparation, Infrastructure, Coordination and commissioning.
* Designing network setup through diagrams.
* Wireless network Planning, BOQ preparation, Implementation and commissioning.
* Configuring Standalone AP and Controller based Aps (All brand)
* Meraki AP configuration through dashboard.
* The support and administration of firewall environments in line with IT security policy;
* updating job knowledge by participating in educational opportunities, reading professional publications, maintaining personal networks and participating in professional organisations;
* Reporting network operational status by gathering and prioritising information and managing projects;
* Upgrading data network equipment to the latest stable firmware releases;
* The configuration of firewalls;
* Technical support for system and Network.
* Office 365, Outlook and Email Account Setup and Troubleshooting.
* Maintaining inventory of Assets and Stock.
* Following Ticketing system Priorities and Closing issues with most appropriate and fast solutions.
* Email and Telephone support.
* Remote support of on-site engineers and end users/customers during installation;
* Remote troubleshooting and fault finding if issues occur upon initial installation;
* Liaising with project management teams, third-line engineers and service desk engineers on a regular basis;
* Speaking with customers via email and phone for initial requirement capture

##### Skill Set:

**Technical** - Networking, System Support, Wireless networking.

**Planning Tool**- Ekahau Wireless Site Survey tool.

**Others** – Project Coordinator.

**Work Experience**

* **CommiT DMCC,** *JLT, DUBAI*

**Major Responsibilities: -**

* Following ticketing system and support Call Management –helpdesk tool
* Attending Network Support calls.
* Network devices installation and Infrastructure setup.
* Office 365, Outlook and Email Setup and Support.
* Manging and troubleshooting Network devices, Network printers
* Avaya IP Telephony.
* User Account creation and maintain emails account through control panel.
* OS upgrades and installation of software’s.
* Network Diagram designing.
* Firewall Configuration-Fortigate
* Wireless Network Planning, Configuration, Implementation, Troubleshooting.
* Project Documentation.
* Project Planning, Execution and Commissioning.

**Projects Handled:**

* **Worked as Project Engineer –Radiating Cable -Wi-Fi project- Meraki**
* Organise Meeting and Understanding scope of work.
* Doing Site survey
* BOQ preparation in coordination with German supplier.
* Designing Network with **Radiating Cable Technology**. (Passive and Active)
* Project Coordination for the Implementation.
* Installation and Commissioning of Radiating Cables.
* WIFI Planning with Ekahau Tool
* **Worked as Project Engineer – Mall Wi-Fi project- Meraki**

Costumer Meeting and Understanding scope of work.

* Doing Site surveys.
* Designing Network. (meraki)
* Project Coordination.
* Planning with Ekahau Tool
* **Worked as Network Support Engineer for EMIRCOM-MOH CCTV Project-Phase I**

[MOH Hospital-in all emirates-21 hospitals]

* Cisco switches-WS-C2960CX-8PC-L , WS-C3560CG-8PC-S, WS-C2960C-12PC-L, WS-C3560CX-12PC-S, WS-C2960X-24PS, WS-C3850-24S-S
* Installation of Network switches .
* Configuration of switches in MDF’s and IDF’s
* Establishing connectivity of MDF and IDF with physical media (single or Multimode fibre optics)
* Handling individually assigned sites.
* Co-ordination with MOH network team.
* Co-ordination with CCTV and network sub-contractors.
* Managing resources allocated for the project.
* IOS upgrade of POE based switches in network.
* Keeping daily logs and timesheet.
* Project documentation.
* Reporting directly to co-ordinator and Project Manager.
* **Worked as Network Support Engineer for EMIRCOM**

**(Etisalat) -Etisalat Managed CPE - Services**

**[**Etisalat has strategically aimed to provide complete end-to-end networking solutions not only to customers in the UAE but also extended to customer having branch offices located outside the UAE - as Managed Global WAN service, where Etisalat will supply CPE router to installation and configuration, conduct 24-hour proactive monitoring and remote management, extend onsite support & maintenance and remedial action in the event of hardware failures.

The proactive monitoring and management are delivered through a comprehensive solution at the Etisalat CNOC (Customer Network Operations Centre) by highly skilled professionals ensuring high level of performance of the service. The service utilizes in-band management, a real-time health check to ensure that the CPE router installed at the customer premises, outside the UAE, is working properly.**]**

* Installation of **Cisco Routers-1900 series ,2900 series ,3900 series**.
* Configuration with specific Etisalat Templates- GSM,3G,4G and Onsite co-ordination with CNOC team.
* Adding HWIC cards – GSM,3G,4G
* Firmware or IOS upgrades.
* Troubleshooting existing CPE devices with high responsibility and solution finding.
* Handling 5 sites as per priority customer which include mostly government firms.
* Fixing appointment with special officials and IT team on site.
* Submitting site review and customer feedback.
* Updating with email documentation.
* Installation in sensitive areas like **Datacentre and ATM machines** with Etisalat services router.
* **Worked as Network Support Engineer for EMIRCOM – Onsite**
* Onsite Support for Emircom Services.
* Troubleshooting Cisco Routers installed on site, attending high priority cases with immediate solutions.
* Troubleshooting Video Conferencing systems.
* Firmware or IOS upgrades.
* **Worked as Network Support Engineer for EMIRCOM – Dewa -Etisalat-Grid router**

[Etisalat has combined project with Dewa for Reading of Water and Electricity through network.

Etisalat had provided the site to site connectivity with sites of Dewa. Differentiated with GPON and LTE.This connectivity will directly read data from digital meters to Dewa through Etisalat network.

Installation of 700nos.]

* Installation of Cisco 1120 **Connected Grid Router**.
* Adding of HWIC Card with External Antenna.
* Proper documentation with Device logs and Inventory.
* Firmware or IOS upgrades
* Configuration of new routers.
* Troubleshooting the network issues and router issues.
* Replacing of routers and HWIC cards on site in high sensitive Substation or Ecletric Rooms.
* Worked direct coordination with Dewa engineers and Coordinators of Etisalat CNOC.
* Handling multiple sites.
* **Worked as Network Support Engineer for EMIRCOM**

**– Dewa -Etisalat-Grid Switch installation.**

[Etisalat has combined project with Dewa for Reading of Water and Electricity through network.

Etisalat had provided the site to site connectivity with sites of Dewa. Adding additional switches for large area with have more digital reading meters -Urgent program of installation with limited period of time-150 sites]

* Installation of Cisco IE 2000-16TC-G-X switches in racks.
* Configuration of switches with proper Vlans.
* **Worked as Site Engineer / Project Coordinator -Ocean Fair -Project**

[Ocean Fair-is completely new construction of Warehouse which have Cold and Dry storage. This building occupying a larger space of plot accommodating huge amount of storage space. Radiating cables which is pulled in the height of 17mtr are terminated and connected with cisco Meraki Aps.

We have done Ekhahu Preliminary site survey and planning for the installation and completed with high rate of success in implementation of resources. And submitted reports of wireless connectivity for entire site below 60dbm coverage (Ekhahu generated Heat Map).

Entire Network and Low voltage is handled by CommiT under my supervision and coordination with support of manager. etc)

* Installation and configuration of Meraki -Wireless Access Points and Cloud controller.
* Installation of **Radiating Cables-**2.4ghz
* Termination of radiating cables along with amplifiers and Connectors.
* Terminating Cloud-Meraki Aps to radiating cables
* Installation of Cisco Switches and Network Devices.
* Combined working with German Wireless and ICT Specialist.
* Server Room and Network Equipment Setup.
* Structure cabling.
* Updating directly to manager.
* Co-ordinating with Subcontractors for best quality output.
* Time management and deadlines were followed through the project.
* **Covansys Technologies LLC,***Dubai, Business Bay, Dubai* **till December 2015**

**Major Responsibilities: -**

* **IT Support -Wireless Engineer-For Covansys Technologies and Group Of Companies (PAGC)**
  + - Installation all type of OS and upgrades of laptops, servers and printers
    - Fault detection, Troubleshooting, Laptop, Desktop and Network support, Firewall, Wireless and WI-FI systems (Poe based), Printer and Print servers, NAS, Installation of Applications and Software’s, Anti-Virus, Updating Software’s.
    - Network Support – Switches, Router
    - Managing Mail Control Panel-Configuring Outlook for Users
    - Help Desk- After Sales Support-Through Phone and On-Site Support.
    - Solving Calls at priority- Coordinating With third party Suppliers if needed.
    - Promoting New Resources and services to existing customers
    - Project Planning and Execution

***Projects Hand****l****ed:-***

* **Working as Network Support Engineer for EMIRCOM for (MBRSLP)**

**(**[Mohammed Bin Rashid Smart Learning Program)-UAE schools project.](http://smartlearning.gov.ae/)

* End to End Testing-Smart Classrooms.
* Configuring VLANs, Configuring Network Controllers,
* Configuring Wireless Access points.
* Worked as IT Support Engineer For Zabeel Palace Wireless Project

***Project:-Wireless Long Distance Connectivity PTP and PMP –Public Surveillance System.***

* *IT Infrastructure, Installation, Testing and Commissioning*
* *21location through wireless*
* Worked as Project Engineer for Yas Island ,Trojan Holdings Abu Dhabi
  + - ***Project:-Wireless Long Distance Connectivity PTP and PMP -IP Phones***
    - *IT Infrastructure, Installation, Testing and Commissioning.*
    - *Connecting Five Sites together-Ring Topology.*
* Worked as Project Engineer for **SBD-Abu Dhabi**

**Project: Wireless PTP Connectivity-3 PTP Links**

* *IT Infrastructure, Installation, Testing and Commissioning.*
* *Connecting three Sites together sharing internet and Resources.*
* Worked as Technical Engineer for Sheikh Khalifa Hospital

**Project: Access Control System Controller Based**

Installation of Cabling, Metal Locks, Cardex IV readers, Panel Cabling, Configuration and Programing of Gallagher 3000 Controller.

* Worked as a project Engineer for Dhabi Contracting ,Yas Island

**Project:-Wireless -Time Elapse Solution-CCTV**

* Bird Eye View Camera For two sites–Installation-testing-Commissioning
* Worked as Project Engineer for **NGI**(National General Insurance)

**Project: Time attendance System.-ZKT eco**

* Installation of 20 Standalone devices with integration with Centralized Software-all branches in different emirates.
* Worked as Technical Engineer for **United Motors.**

**Project: Wireless PTP Connectivity-Workshop to Admin Office**

* *IT Infrastructure, Installation, Testing and Commissioning.*
* *Connecting two Sites together sharing internet and Network Resources.*
* Worked as Technical Engineer for **China Mall.**

**Project: Wireless PTP Connectivity-Mall to Office**

* *IT Infrastructure, Installation, Testing and Commissioning.*
* *Connecting two Sites together sharing internet and Network Resources.*
* Worked as Project engineer for Trojan Holdings-**Al Ajban Project Abu Dhabi**

***Project:-Wireless Long Distance Connectivity-CCTV-WIFI solution-IP Phone***

* + - *IT Infrastructure, Installation, Testing and Commissioning.*
    - *IP CCTV Surveillance for premises and offices. (Fixed and Speed Domes)*
    - *IP LG-Ericssson exchange with 20 IP Phones.*
* Worked as Technical Engineer for **SBD-Ras Al Khaima**

**Project: Wireless PTP Connectivity**

* *IT Infrastructure, Installation, Testing and Commissioning.*
* *Connecting two Sites together sharing internet and Network Resources.*
* Worked as Technical Engineer for AL SAFA School, Dubai

***Project:-WI-Fi Solution with Access points- PoE-Controller Based.***

***Solution*** *- 40 AP’s with Monitoring & Controlling server.*

* Worked as Project Engineer MOI Abu Dhabi

***Project:-Queue management Systems-MOI (Ministry Of Interior) Abu Dhabi.***

* *IT Infrastructure, Installation, Testing and Commissioning.*
* *Solution: - Using Kiosk machine.*
* Worked as Technical Engineer

***Project:- Labour Camp WIFI, Jebel ali***

* *Solution-Total Coverage in Camp with good bandwidth.*
* Worked as IT Site Engineer

***Project:-Secondary Technical School, Umm Al Quwain***

* *Site Supervision, Planning, Documentation*
* **Micro clinic India Pvt Ltd** *Ernamkulam,Kerala,India* July 2012 – July 2013
* Major Projects Worked: - **CARe KERALAM Ltd.**
  + - KINFRA Park PO, Koratty-680 309
    - Thrissur Dist., Kerala
* System Administrator of 2008 server
* Helpdesk support for users.
* Creating Group Policies and Users Groups.
* Backup-Outlook-Common shared User data-Daily and Monthly –Internal and external media
* Website Content upload and Updating Events and Documents.
* Mail Control Panel –Administration-Creating Ids, Deleting, Issuing Quota.
* VMware installation and Maintenance.
* Managing AD,DNS,DHCP, Firewall
* Keep maintenance logs, configurations and troubleshooting uncommon systems behaviour.
* Providing support, including procedural documentation and relevant reports;
* Rapidly establishing a good working relationship with customers and other professionals
* Working continuously on a task until completion (or referral to third parties, if appropriate).
* Maintaining Time attendance and Access control system.
* Maintaining Tally server-Daily and Monthly Backup
* Develop sound understanding of IT operations and related applications and IT systems as well as business related processes and procedures
* Works with vendor support contacts to resolve technical issues within the desktop environment
* Antivirus Server Client – Mc Cafe – Patching, Updating ,Adding clients to server and Trouble shooting
* Successfully installed, configured and Maintained CCTV System; Office and Warehouse.
* **Navigator Computer Systems *,*** *Chembukavu,Thrissur,Kerala,India*
* Worked as System administrator for 17th May 2010 to 18th May 2012
* Installation of SQL server, Installation of VB.net ,Anti-Virus,upading database and checking of other Supporting software
* Hardware system maintenance ,Trouble shooting, Replacing with new
* Installing and troubleshooting print server, Printers and other components.
* Suggesting Suitable accessories for users*.*
* *Assembling, Configuring & Troubleshooting of Computer Hardware.*
* *Testing and evaluating new technology*
* *Installation, Upgradation, troubleshooting of any software applications*
* *Keep maintenance logs, configurations and troubleshooting uncommon systems behaviour.*
* *Providing support, including procedural documentation and relevant reports;*
* *Rapidly establishing a good working relationship with customers and other professionals*
* *Working continuously on a task until completion (or referral to third parties, if appropriate).*
* *Prioritising and managing many open cases at one time.*
* ***Backup-database*** *and Project Folders-Daily and Monthly –Internal and external media*

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**Certification Details:-**

#### Certifications: 1:

**KELTRON Certified Enterprise Network Administrator**

Examination Details are as follows:

Name of Certification Program: **KCE 111 - Enterprise Network Administration**

Grade: **Passed** (Excellent)

#### Certifications: 2:

**Cisco Certified Network Associate (CCNA)**

Examination Details are as follows:

Name of Certification Program: **Cisco Certified Network Associate (CCNA)**

Grade: Passed (Excellent)

**Courses Completed: CCNA, MCSE, MCITP, RHCE**

**Academic Records**

* **Diploma in Computer Engineering** From Kerala Technical Institute ,2011
* **Degree in Bachelor of Computer Application** from NCIT Chalakudy, Thrissur(Mahatma Gandhi University),2010
* **Higher Secondary** from ST Joseph HSS ,Eravu,Thrissur,2007
* **SSLC** from Holy Angels EMBHSS ,Ollur,Thrissur,2005

#### Academic Projects

***\*\*Ayurveda Treatment Management System*** *using VB 6.0*

*The Ayurveda Treatment System Management System is an integrated solution package for*

*Computerizing the storing and various updating procedures.*

**\*\* Trading and Service Management System -** *software is developed using VB.net as*

*Front-end and SQL as back-end. Integrated solution package for*

*Computerizing the saving of Sales and Service data.*

###### Curricular Activities

* Active member of Student Welfare-Association of College –IT Department
* Volunteered all programs in School Level and HSE Levels
* Volunteered of All college Activities Of IT Department
* Member of Program Organization Committee.
* Leader of Group for College Seminar and Project Competition (IT Dept.)
* Had been Batch Committee member.
* Had been Class Leader.

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###### Extra-Curricular Activities

Active Performer of all Cultural activities.

**Achievements**

Awarded As Best Overall performer (Stage Performance and Coordination) Of Annual Day Celebration 2007 -College

**Personal information:**

**Date** **of** **Birth** **:** 19-01-1989.

**Gender** **:** Male.

**Marital** **Status** **:** Married.

**Nationality** **:** Indian.

**Languages Known :** Malayalam, Tamil, English and Hindi

###### Declaration

I, hereby, declare that the aforesaid information is true and genuine to the best of my knowledge and belief.