 Robin

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Position as an engineer or related position which offers key participation, team oriented tasks, immediate challenges, and career opportunity.

# EMPLOYMENT

**OCTOBER 2016 – JUNE 2017** technical support engineer– **ACUMEN TECHNOLOGIES, KANNUR, KERALA**

**Duties:**

* + - * + Maintained and administered computer networks and related computing environments including computer hardware, systems software, application software, and all configurations.
        + LAN/WAN Administration.
        + Managing the Retail ERP Software.
        + Project Management
        + Resolved various technical problems ranging from PC's, hardware, software, network printers, LAN/WAN.

**OCTOBER 2014 – SEPTEMBER**

**2016** TEAM LEAD OPERATIONS – BIZMAX INFOTECH, oMAN

**Duties:**

* + - * + Provided phone and remote desktop support to end-user.
        + Provided technical expertise for IT network design, implémentation, optimization and upgrade.
        + Monitored the LAN/WAN network environment including routers, switches, and Internet access and software applications.
        + Performed troubleshooting and diagnosis to hardware/software network failures, and provided resolutions.
        + Installation, configuration and maintenance of [Windows OS] system network components.
        + Ensured full and incremental data backups were successful; performed data restore for users as needed.
        + Assisted in the timely recovery of data lost due to software crash or hardware failure.
        + Managing the Retail ERP Software.
        + Allocating jobs and workloads to individual staff members based on their ability.
        + Implementing new initiatives and making sure all staff understand them..
        + Providing accurate information to senior managers on key issues.

# EDUCATION

**2010 – 2013** MASTER OF COMPUTER APPLICATION–**MANGALORE UNIVERSITY**

College: Srinivas Institute of Management Studies. Mangalore, Karnataka

Percentage: 70 %

**2007- 2010** BACHeLOR OF COMPUTER APPLICATION– **AMRITA VISHWA VIDYAPEETHAM UNIVERSITY**

College: Amrita School of Arts & Science, Mysore, Karnataka

Percentage: 66 %

**2005- 2007** plus two-**KERALA BOARD**

Institution: St:Mary’s College HSS, Kerala

Percentage: 64 %

# PERSONAL PROFILE

Marital Status : Married

Nationality : Indian

Date Of Birth : 04-04-1989

Driving license : Indian & Oman (GCC Valid)

Languages : English, Malayalam, Tamil

Visa Type : Visit Visa (Exp 13th October 2017)

# DECLARATION

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.