**ABIN**

IT Support Engineer Dubai United Arab Emirates

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**CAREER OBJECTIVE**

To pursue a career with an organization, that would throw me challenges and give me opportunities by which I can grow both as a professional and a person and to provide solutions and a holistic analysis with my experience in the IT-field.

**PROFESSIONAL EXPERIENCE IN DETAIL**

**Project Description:-**

The Client is one of the reputed organizations in the USA, works on Linux systems/Windows systems which needs a team that can help them in the migrations and resolving any support tickets that the end users may raise. They also need ver y high level of troubleshooting expertise that our organization provides along with providing solutions for enhancement requests.

**Technical Expertise:-**

• Webhosting on Linux servers and windows servers as per request.

• Maintain and configure MySQL and MSSQL servers.

• Monitoring tools like Nagios.

• Familiar with services such as DNS Services, FTP Services,DB Services

• Firewall: CSF, Windows Firewall, Iptables, APF

**Computer Skills:-**

• Programming language (C, SQL, MySQL)

• Tools: Ms Visual Studio 2010,MS-Office ( Word excel and powerpoint)

• Operating System: Windows 7,XP, Linux.

**PROFESSIONAL EXPERIENCE**

Company : **Wiztelsys server Technologies Pvt.** Ltd (Kochi, Kerala, India) Designation : **System Engineer** (Linux and windows)

Duration : June 2012- Nov 2015 (**3.5 years**)

**Roles and Responsibilities**

• Handing the Linux Servers and windows servers ensuring they serve all the requests.

• Provide technical support for both hardware and software issues our users encounter.

• Monitor the system daily and respond immediately to security or usability concerns.

• Respond to and resolve help desk requests.

• Administrative Infrastructure, including firewalls, databases,malware protection software and

Other process.

• Create & maintain infrastructure architecture, installation, configuration, and troubleshooting

(Printer and other computer peripherals)

• Respond to network connectivity issues and resolve any wireless communication issues.

• Setting up new email accounts for the client and helping them to reslove email issues

• Troubleshoot system, network issues and diagnose and solve both hardware and software faults.

• Provided 24x7 L1/L2 customer support (Live Chat),Help desk and calls

Company : **Dotslash Technologies Pvt. Ltd** (Truvandrum,kerala,India) Designation : **System Engineer** (Linux system Administrator and Monitoring Admin)

Duration : Nov2015 – Sep 2017 (**1.10 years**)

**Roles and Responsibilities:-**

• Handing the Linux Servers and ensuring they serve all the requests.

• Helpdesk ticket tracking software (i.e. Manage Engine Service Desk), managing and maintaining the helpdesk server for availability.

• Performing server migrations.

• Perform daily system monitoring: verifying the integrity and availability of all server

resources, systems and key processes, reviewing system and application logs, and guarding against possible security threats. Perform system backups on a timely schedule, and review its integrity.

• Providing Technical Support to the clients over the issues they face while using

Linux/Windows servers.

• Monitoring Server and resisting any infiltration attempts.

• MySQL database backup and restoration.

• Provided 24x7 L1/L2 customer support (Live Chat)

• Disk Management: Disk configuration & Managing File Systems.

• Package Management: Using rpm, yum, and shell script.

• Troubleshooting: Administrating and troubleshooting Disks Related &File Systems crashes on

Linux.

• Disk utilization and CPU utilization. Performance Management via top ,and

Systems monitoring,

• Job scheduling Operating System : Windows XP/7 , Linux

• Preventing spamming of accounts

• Installing, configuring, and maintaining services such as Bind, Apache, MySQL, nginx, etc.

• load balancing

**Strengths:-**

• Strong communication skills

• Multitasking

• Leadership Abilities

• Keenness to learn and improve

• Effective in working independently and collaboratively in teams.

**EDUCATIONAL ACHIEVEMENTS**

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| --- | --- | --- | --- | --- |
| **Education** | **Board** | **College/School** | **Year of**  **Passing** | **Marks**  **Percentage** |
| B.Tech (I.T) | M.G University | MZCE Kadammanitta | 2012 | 59.9% |
| 10+2 | CBSE | Carmel Convent School | 2008 | 72% |
| 10 | CBSE | Carmel Convent English Medium | 2006 | 78% |

**Personal Details:-**

• Name : Abin

• Birth Date : May’11, 1990

• Sex : Male

• Marital Status : Single

• Languages known : English, Malayalam,Hindi

**Visa Status : On Visit Visa, Valid till 5th of Jan 2018**

**DECLARATION**

I hereby declare that the information furnished above is true to the best of my knowledge.

Date: 09.10.17

Dubai ABIN