**Kiran**

**Email** :-[kiran.375768@2freemail.com](mailto:kiran.375768@2freemail.com)

**EXCICUTIVE SNAPSHOT**

* Four years of experience in system administration and IT management field.
* Set up secure WIFI LAN networks at remote locations leading client server configurations.
* Have experience in TTMS ticketing tool.
* Experienced as a system administrator with great knowledge in Windows XP, Windows 7 Ultimate, Windows 8, Windows 8.1, Windows 10, Windows Server 2012 etc.
* Accented with the latest trends and techniques of the IT industry coupled with a wide range of skill sets as well as strengths in technology, critical thinking, troubleshooting, problem analysis and training and development
* Installing windows server operating system, active directory, DHCP, FTP, FSRM, DFS, VPN, Hyper V etc.
* Managing user accounts through active directory.
* Willing to assist the organization to its highest level of experience and skilled problem solver able to communicate with users at all levels of Technical Proficiency.
* Resolving system issues, network issues, Connectivity problems, Security breaches, Virus infections & more.
* Technically sophisticated and results-driven IT Engineer with exemplary expertise in IT non IT management performing installation, upgrade, configuration and support of hardware, software, peripherals and network devices within Windows Network.

**I T SKILLS**

* **Platforms:** Windows NT OS, Windows Servers
* **Hardware:** Desktop, Laptops, Tablets, I Pad, Mac, Printer, Projector, Scanner etc.
* **Windows Services:** Active Directory Administration (IIS) DNS & DHCP Servers, File Servers and WindowsAdministration, Desktop troubleshooting, FSRM, RODC, FTP, VPN, Hyper-V, Disk management Server Client connectivity, organizational Unit, Dora, Auditing Account policies, Printer sharing, Fail over clustering, Backup recovery, MS Exchange etc.
* **Applications and Tools:** HP Arc sight Manager, Pingdom, Nagios XI, Solarwind,Freshdesk, Wireshark, NetflowAnalyzer, MS Office Suite, PRTG Network Monitor, Acronis Data Recovery etc.
* **Telecommunication field:** CISCO IM routing process, knowledge in telecommunications including ISDN, Analog,T1 T2, Sonnet and ATM.

**CARRER PROGRESSION**

**(System Admin, IT, Networking, Telecommunication)**

**VEERAPPALLIL BUILDERS, ADOOR**

**System Administrator / IT Manager (from 12-2016 to 09-2017)**

**ORANGE DICE SOLUTIONS, KOLLAM**

**System Administrator (from 01-2015 to 11-2016)**

**MVO TECHNOLOGIES & SERVICES PVT LTD, ERNAKULAM Assistant System Administrator (from 07-2013 to 11-2014)**

* Entrusted with the responsibility to manage the overall IT Infrastructure and operations for the organization encompassing Windows Server 2003/2008/2012, CISCO routers etc.
* Coordinated successfully with the team members for providing support services to global customers related to server and other technical issues, ensuring maximum possible service availability and network performance.
* Effectively managed server installations along with all related accessories and networking to ensure hassle free functioning of systems. Updated users on maintenance tips for prolonged service life of machine.
* Managed CRM (Customer Relationship Management) system for logging complaints and updating the current status.
* Planned, designed, installed, configured, maintained, scheduled and troubleshoot the system user management and facilities management on multiple platforms, governed by communication protocols.
* Shouldered the responsibility for system administration & office management.
* Involved in the creation and management of users and groups, management of shared folders on server and management of user access rights, implementation of group policies to optimize user access
* Proactively managed events and incidents through ITSM ticketing systems.
* Resolved the issues involved with administering and maintaining IT infrastructure, including network connectivity, Internet access and email.
* Provided quality customer service, resolved customer queries and complaints, targeted customer care, satisfaction and retention with a track record of consistently achieving targets.
* Experienced in calculations and cost of Estimation.
* Ensure the quality of services & product by discussing with the team.
* Managing daily activities and always interact with other team members.
* Sufficient experience in Office administration Software & Hardware maintenance.
* Good exposure in working on human resources like Attendance management, Administration, Maintaining personal files of Employees, Employee Relation, Statutory Complaints etc.

**ACADEMIC CREDENTIALS**

**B. Tech Electronics & Telecommunication Engineering,** Vinayaka Mission University, 2013

**Internship/Project**

Project on Modern Vehicle Management using CAN at Integral Coach Factory [ICF] Chennai, India

**CERTIFICATION**

* Certified Engineer, MCSE ID: MS0611328163
* CCNA
* (Microsoft)

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|  | **PERSONAL DOSSIER** |
| **Date of Birth** | 25 May 1988 |
|  |  |
| **DOE** | 10/08/2024 |
| **Languages** | English, Malayalam, Hindi, Tamil, |