**SUNISH**



**Email:** **sunish.376188@2freemail.com** **/ Mob: +971- 502360357**

***IT Professional with 10+ years of experience in IP Telephony and Desktop support with knowledge in ITIL- Service Management & excellent customer relationship skills***

**OBJECTIVE**

An enthusiastic & high energy driven professional seeking challenging assignments in **IT Systems Management** with an organization of high repute, preferably in **IT** industry.

**EXPERIENCE**

* **TECHNICIAN - DUBAI AIRPORTS**

**Dubai, United Arab Emirates (April 2008 till date)**

* Worked with IT Service Management / Helpdesk tools like ServiceNow and CA Unicenter.
* Remote troubleshooting and installing Software using SCCM 2012 R2.
* System Administration and Maintenance of Alcatel-Lucent/Mitel PBX Systems.
* System Administration and Maintenance of Cisco Unified Communications related services.
* Providing Level 1 & 2 Support for Meeting Room Audio/Video solutions and Room Book System.
* Technical support and providing user level training for Cisco WebEx / Cisco Jabber applications.
* Installation and Troubleshooting of mail clients like Outlook 2013, 2016, office 365 pro plus.
* Managing Printers, Installing and configuration of Local Printer, Sharing and Network printers.
* Management of Windows network and troubleshooting of various network issues with the help of NOC team.
* Installing and configure windows systems and troubleshooting the OS related issues.
* Configuration of Secured WI-FI in different devices like Laptop, I Pad, Mobile Phones.
* Maintaining asset and updating the CMDB with the help of Asset management team through-out Dubai Airports and Al Maktoum International Airport.

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* **NETWORK ENGINEER - DATA VOICE NETWORKS PVT LTD. (Owned & managed by DATASOFTNET INC. ST. LOUIS, USA) Cochin, India (December 2005 –December 2007)**
	+ Remote Support Engineer for global customers for the configuration and troubleshooting of VoIP Soft switches, VoIP Billing server and Media Gateways.
	+ Designed the platforms for Calling Card, Callback, Voicemail, DID forwarding, Protocol conversion, Codec translation.

**EDUCATIONAL DETAILS**

* **MASTER OF SCIENCE – APPLIED ELECTRONICS**

Bharathiar University (May 2003 – April 2005)

* **BACHELOR OF SCIENCE – PHYSICS**

Kerala University (May 2000 – April 2003)

**CERTIFICATIONS**

* **CCNA Certification - Routing and Switching (Cisco ID: CSCO10986302) - Valid till 2020**
* **ITIL Foundation Certification in IT Service Management (ID:-02952602-01-4RT8) - Valid from 2014**
* **Molex Premise Network Certified Installer Certification – Valid from 2009**
* **Microsoft Certified Professional– Valid from 2005**

**TECHNOLOGIES**

* VoIP Telephony
* Analog, Digital & TDM technologies
* LAN & WAN
* DNS, DHCP
* Active Directory User
* Installation, Configuration, Administration, Implementation and Troubleshooting of Windows XP Professional and Windows server 2003

**FORTES**

* Excellent Leadership Quality
* Strong and Effective Communication skills
* Excellence in Customer Support/Management
* Exceptional Team Player and Service Oriented

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**PERSONAL PROFILE**

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| --- | --- | --- | --- |
|  | Date of Birth | : | November 23rd, 1982 |
|  | Sex | : | Male |
|  | Nationality | : | Indian |
|  |  |  |  |

* Languages Known : English, Malayalam (To speak, Read & Write)

 Marital Status : Married

 Visa Status : Residential Visa

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