**ARJUN**

**IT SUPPORT ENGINEER | HELP DESK**

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**E X E C U T I V E S U M M A R Y**

Technically sophisticated and business savvy professional with continued career progression & documented history of bridging technical and management acumen in turning around of information technology coupled with insightful exposure to IT consulting, IT management, installing and configuring computer hardware operating systems and applications, planning, testing and evaluating new technology. Demonstrated professional brilliance predominantly in the areas of troubleshooting for Operating systems, Software and hardware. Deft in planning, design, installation and configuration of IT networks. Good exposure to define and implement IT policies, procedures, and best practices. Skilled in maintaining the company’s network infrastructure including servers, switches, routers, Avaya telephones, wifi and internet facilities.

Key competencies in performing installation, up gradation, configuration, and support of hardware, software, peripherals and network devices. Proficient in working within a TCP/IP network environment, including DHCP, DNS and Ethernet. A devoted educator with demonstrated ability to teach, motivate & direct students while maintaining high interest and achievement levels. Results-driven and focused leader with significant education/teaching background, as well as immaculate work habits, excellent man-management and leadership skills. Possessing team spirit and hunger for learning with strong problem solving, organizational and time management skills.

 IT Support Engineering

 IT Operations Management

 Helpdesk Operations

 Maintenance/Testing

 Telecom Networking

**C O R E C O M P E T E N C I E S**

 Technology Prudence

 Technical Troubleshooting

 Project Management

 Student Development & Management

 System Administration

 Training & Development

 Analytical Skills

 Liaison/Coordination

**P R O F E S S I O N A L H I G H L I G H T S A C R O S S C A R E E R S P A N**

 Acquired rich exposure to the entire spectrum of functions involved in diagnosing and resolving hardware, software &

end-user problems.

 Judiciously handled and facilitated 1800 students for MAP EXAM & online exam using iPads and computers.

 Made significant personal contributions in monitoring and maintaining the computer systems and networks in the school and aligning the school to ITIL procedure practice.

 Commended for providing training to assistant teachers and teachers on school system, software and application.

 Recognized for finishing major Project 1 week before the deadline and used only 85% of the allotted budget. Promoted from first line support to second line support in 2 years of working.

**Major Accomplishments:**

**P R O F E S S I O N A L E X P E R I E N C E**

**Aug 2013 – Sept 2017: Liwa International School, Falaj Hazzaa, Al-Ain, UAE**

IT Support Technician

 Credited for recabling the whole school building for better network infrastructure with cost effective budget planning.

 Successfully led some major projects in the school like upgrading all the desktop computer and projectors in the school.

 Led team and developed a “can-do” attitude to execute all projects related operations.

**Chief Accountabilities:**

 Primarily tasked with installing and configuring computer hardware operating systems and applications.

 Responsible for planning and undertaking scheduled maintenance and upgrades.

 Contributed in formulating, testing and evaluating new technology and monitoring and tracking the implementation of

ipads/tablets in the school.

 Developed plans to setting up and facilitating student MAP exam.

 Interfaced with top management and assisted in the development of strategic plans for operational activity.

 Accountable for managing stocks and repairing/replacing parts of devices as required.

 Efficiently coordinated with clients and staff to help set up systems or resolve issues through a series of actions, either

face-to-face or over the telephone.

 High-level responsibilities included conducting investigation, diagnoses, and resolving of computer software and

hardware faults.

 Entrusted with the onus of planning, organizing, and undertaking scheduled maintenance upgrades.

 Tasked with communicating with clients and computer users to determine the nature of problems, including responding

for breakdowns.

**2011–2013: Saint Catherine’s Academy, Pampanga, Philippines**

Computer Teacher

**Major Accomplishments:**

 Displayed credential in maintaining and running the school network, including servers, switches, routers, avaya telephones, wifi and internet facilities.

 Judiciously solved technical and applications problems, either over the phone or in person.

 Achieved milestone in setting up new users' accounts and profiles in Active Directory and dealing with password reset

issues.

**Chief Accountabilities:**

 Responsible for meeting the school’s student achievement goals, including academic gains of students assigned

to the teacher in a professional manner.

 Accountable for the safety of school program, complied with rules, regulations, and policies of governing

agencies and supervisory personnel.

 Pursued professional practices consistent with school and system policies in working with students, student

records, parents, and colleagues.

 Accurately recorded observations of the teachers by the principal and assistant principals on the GTOI during

instructions.

 Nominated as computer laboratory in-charge, fully responsible for maintenance of network and computers.

 Performed additional responsibility of school photographer.

 Dexterously taught the curriculum while producing content from existing material and building reading and

comprehension levels using various learning and e-Learning tools to reach out to every student.

 Exercised solutions oriented approach to follow quality service standards and comply with procedures, rules and

regulations.

 Delineated operational parameters and introduced process improvements to enhance overall operational efficiency.

**2007 –2011: University of the Assumption, Pampanga, Philippines**

Office Assistant

 Solely responsible for filing employee records and updating student records.

 Actively involved in providing assistance in entrance examination and enrollment period.

 Gained invaluable experience in proper filing & maintenance of all the correspondence.

 Exercised solutions oriented approach in sorting and distributing communications in a timely manner.

 Meticulously created and updated records, ensuring accuracy and validity of information.

**A C A D E M I C S**

 **Bachelor of Science in Computer Science** | University of the Assumption, San Fernando, Pampanga, Philippines | 2011

**T R A I N I N G S / C E R T I F I C A T I O N S**

 Got ITIL Foundation Certification in IT Service Management

 Passed TESDA National Certificate II

 Computer software, hardware configuration

 Troubleshooting

 Operating Systems And

Software Applications

**T E C H N I C A L S K I L L S**

 Network Infrastructure

 Security, Backup &

Recovery Solutions

 Server Active Directory

 Basic Programming

 Microsoft Applications

 User Documentation

**A C H I E V E M E N T S**

 Achieved **Most Outstanding Employee Of The Year** award in 2014- 2015.

 Applauded as **Most Outstanding Student Assistant Of The Year** in 2008-2009.

**P E R S O N A L D O S S I E R**

 **Date of Birth:** 3rd Nov 1990 | **Nationality:** Filipino | **Languages Known**: English & Arabic | **Visa Status:** Visit Visa

 **Driving License:** UAE Driving License | **Marital Status:** Single