##### AX.jpgARJUN

#####  Email: arjun.379998@2freemail.com

Visa status : EMPLOYMENT

**About Me;**

**Established 5 years of experience (3 years and 9 months in middle east) in helping organizations to efficiently use their networks; ensuring that the design of an organization's computer site allows all of the components, including computers, the network, and software, to fit together and work properly. Also monitor and adjust the performance of existing networks and continually survey the current computer site to determine future network needs; as well as troubleshoot problems reported by users and make recommendations for enhancements in the implementation of future improvements.**

**My ability to keep user happy by maintaining the system to perfect with good network and servers keeps me a valuable jewel in the System Administration, Network and desktop industry**

**Educational Credentials:-**

##### Bachelor of Engineering in Electronics and Telecommunications 2008 May from Co-operative College Thalassery.

**Technical Credentials:-**

Microsoft Certified IT Professional (MCITP) 2012 Aug

CISCO Certified Network Associate (CCNA) 2011 March (Score: 910, Validity: 2011-2014)

**Experience Summary:-**

**Compucom Technologies, Dubai, UAE. 16 March 2017 to 31 March 2018.**

**System Administrator**

**Roles & Responsibilities**

* Performed general preventative maintenance tasks on computers, laptops, printers and any other authorized equipment
* Performed remedial repairs on computers, laptops, printers and any other authorized peripheral equipment
* Provided onsite PC repair, virus- and spyware-remediation, maintenance/rejuvenation, data-recovery, networking and upgrades.
* Resolved hardware and software problems and provided network troubleshooting, technical support and training to end-users, as well as administered network security
* Prepared and configured new laptops/workstations/thin clients to client specifications as assigned
* Created and implemented backup and restores policies and procedures.
* Assisted in the troubleshooting of local area network connectivity issues
* Install and modified information technology components (e.g., network components, peripherals as well software packages.), as well as deployment and complete user configuration of new and user PC workstation profiles utilizing window 7 and windows10 OS.
* Troubleshoot and resolved hardware and software issues on laptops and desktops.
* Cabling and installing of CCTV camera and DVR configuration.
* Configuring Network printer and local printers.
* Configuring File sharing and giving access and permission to the end users

***TELEPHONY TELECOMMUNICATION TECHNOLOGIES –DOHA, QATAR. July’6 2013 to October 13th 2015***

***MIGRATION TECHNICIAN - Outsourced for OOREDOO [QATAR TELECOM]***

Manage team for the migration of copper services to Fiber optic for different customers including offices and residential along with Fiber Cabling, migration and configuring their internet and TV services from OOREDOO.

* Working in team with in fields of telecom in migration of devices from copper to fiber.
* Installation and configuration of Optical Network Terminal Devices.
* Installation and configuration of Setup box / Mosaic IPTV Receiver.
* Installation and configuration of router devices.
* Experience in Drop fiber Splicing.
* Implementation and support in fields of internet, IPTV and Landline to Qtel Customers.
* Taking appointments from customers for migration schedule.
* Giving co-ordination with the ISP team.
* Giving supervision for block wiring team.
* Termination of Optic Fiber with fast connector and giving connectivity.

**Desktop Administrator**at**Moaamalat, Tasheel** (Umm Al Quwain, UAE) (04/10/12-06/04/13)

* Provides day-to-day technical support to employees for systems, Printers, Scanners, Servers, and Internet Connection Etc.
* Installs, configures and troubleshoots Computerdevice applications and hardware in a heterogeneous environment
* Communicates highly technical information to both technical and nontechnical personnel
* Implementing security by access list.
* Recommends hardware and software solutions, including new acquisitions and upgrades
* File Folder Sharing and Mapping
* Consult for internal departments for purchase of new network-dependent applications
* Conduct training programs designed to educate an organization's Computer device users about basic and specialized applications.

**Network Engineer** at DSM INFOCOM (India) (Jun 2011 – Sep 2012)

A privately held company that commenced operations in 2000, DSM Infocom provides WAN and LAN solutions for enterprise customers and small and medium businesses. With our base office in Mumbai

* Worked as Level 1 network administrator(LAN/WAN)
* Configured cisco routers and switches
* Knowledge of OSI Layer and its association with networking.
* Implementing security by access list.
* Efficiency and confidence in Project Support, Project Delivery.
* Routers, basic configuration (Cisco 2600, 2500, 1800) Understanding of TCP/IP protocol suite (TELNET,DNS,DHCP,SNMP,ARP,RARP etc )
* Knowledge and implementing ripv1 and ripv2
* Maintain Configuration, Documentation and Records Management
* Cisco Switches, basic configuration and VLAN setup (1900, 2950, 2960).
* Knowledge in VLAN and VTP
* In-depth knowledge of Spanning Tree Protocols
* Provide support for client engineers and resolving network connecting issues.

**Key Personal Skills:-**

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| Interpersonal Skills: | * Hard working, efficient, proficient
* Adapts to changes
* Reliable and responsible work ethic
* Able to learn new jobs/task quickly
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| --- | --- |
| Customer Service Skills: | * Effectively communicate with all customers
* Handle complaints and issues
* Provide quality assurance and customer confidence
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**Personal Information:-**

Nationality : Indian

Date of Birth : 3rd May 1986

Marital Status : Single

Languages Known : English, Hindi, Malayalam and Tamil

Hobbies : Cricket, Watching TV, Reading

**Declaration:-**

I do hereby state that all the information furnished above is true to the best of my knowledge.

Place: INDIA, KERALA

Date: **Arjun**