**ARJUN**

**IT SUPPORT ENGINEER | HELP DESK**

**Email:**

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**EX E C U T I V E SU M M A R Y**

Technicallysophisticatedandbusinesssavvyprofessionalwithcontinuedcareerprogression&documentedhistoryofbridging technicalandmanagementacumeninturningaroundofinformationtechnologycoupledwithinsightfulexposuretoIT consulting,ITmanagement,installingandconfiguringcomputerhardwareoperatingsystemsandapplications,planning,testing andevaluatingnewtechnology.Demonstratedprofessionalbrilliancepredominantlyintheareasoftroubleshootingfor Operatingsystems,Softwareandhardware.Deftinplanning,design,installationandconfigurationofITnetworks.Good exposuretodefineandimplementITpolicies,procedures,andbestpractices.Skilledinmaintainingthecompany’snetwork infrastructureincludingservers,switches,routers,Avayatelephones,wifiandinternetfacilities.

Keycompetenciesinperforminginstallation,upgradation,configuration,andsupportofhardware,software,peripheralsand networkdevices.ProficientinworkingwithinaTCP/IPnetworkenvironment,includingDHCP,DNSandEthernet.Adevoted educatorwithdemonstratedabilitytoteach,motivate&directstudentswhilemaintaininghighinterestandachievementlevels. Results-drivenandfocusedleaderwithsignificanteducation/teachingbackground,aswellasimmaculateworkhabits,excellent man-managementandleadershipskills.Possessingteamspiritandhungerforlearningwithstrongproblemsolving, organizationalandtimemanagementskills.

ITSupportEngineering

ITOperationsManagement

HelpdeskOperations

Maintenance/Testing

TelecomNetworking

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

TechnologyPrudence

TechnicalTroubleshooting

ProjectManagement

 StudentDevelopment& Management

SystemAdministration

Training&Development

AnalyticalSkills

Liaison/Coordination

**PR O F E S S I O N A L HI G H L I G H T S AC R O S SCA R E E R SP A N**

Acquiredrichexposuretotheentirespectrumoffunctionsinvolvedindiagnosingandresolvinghardware,software&

end-userproblems.

Judiciouslyhandledandfacilitated1800studentsforMAPEXAM&onlineexamusingiPadsandcomputers.

Madesignificantpersonalcontributionsinmonitoringandmaintainingthecomputersystemsandnetworksinthe schoolandaligningtheschooltoITILprocedurepractice.

Commendedforprovidingtrainingtoassistantteachersandteachersonschoolsystem,softwareandapplication.

RecognizedforfinishingmajorProject1weekbeforethedeadlineandusedonly85%oftheallottedbudget. Promotedfromfirstlinesupporttosecondlinesupportin2yearsofworking.

**MajorAccomplishments:PR O F E S S I O N A L EX P E R I E N C E**

**Aug2013–Sept2017:LiwaInternationalSchool,FalajHazzaa,Al-Ain,UAE**

ITSupportTechnician

Creditedforrecablingthewholeschoolbuildingforbetternetworkinfrastructurewithcosteffectivebudgetplanning.

Successfullyledsomemajorprojectsintheschoollikeupgradingallthedesktopcomputerandprojectorsintheschool.

Ledteamanddevelopeda“can-do”attitudetoexecuteallprojectsrelatedoperations.

**ChiefAccountabilities:**

Primarilytaskedwithinstallingandconfiguringcomputerhardwareoperatingsystemsandapplications.

Responsibleforplanningandundertakingscheduledmaintenanceandupgrades.

Contributedinformulating,testingandevaluatingnewtechnologyandmonitoringandtrackingtheimplementationof

ipads/tabletsintheschool.

DevelopedplanstosettingupandfacilitatingstudentMAPexam.

Interfacedwithtopmanagementandassistedinthedevelopmentofstrategicplansforoperationalactivity.

Accountableformanagingstocksandrepairing/replacingpartsofdevicesasrequired.

Efficientlycoordinatedwithclientsandstafftohelpsetupsystemsorresolveissuesthroughaseriesofactions,either

face-to-faceoroverthetelephone.

High-levelresponsibilitiesincludedconductinginvestigation,diagnoses,andresolvingofcomputersoftwareand

hardwarefaults.

 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:SaintCatherine’sAcademy,Pampanga,Philippines**

ComputerTeacher

**MajorAccomplishments:**

Displayedcredentialinmaintainingandrunningtheschoolnetwork,includingservers,switches,routers,avaya telephones,wifiandinternetfacilities.

Judiciouslysolvedtechnicalandapplicationsproblems,eitheroverthephoneorinperson.

Achievedmilestoneinsettingupnewusers'accountsandprofilesinActiveDirectoryanddealingwithpasswordreset

issues.

**ChiefAccountabilities:**

Responsibleformeetingtheschool’sstudentachievementgoals,includingacademicgainsofstudentsassigned

totheteacherinaprofessionalmanner.

Accountableforthesafetyofschoolprogram,compliedwithrules,regulations,andpoliciesofgoverning

agenciesandsupervisorypersonnel.

Pursuedprofessionalpracticesconsistentwithschoolandsystempoliciesinworkingwithstudents,student

records,parents,andcolleagues.

AccuratelyrecordedobservationsoftheteachersbytheprincipalandassistantprincipalsontheGTOIduring

instructions.

Nominatedascomputerlaboratoryin-charge,fullyresponsibleformaintenanceofnetworkandcomputers.

Performedadditionalresponsibilityofschoolphotographer.

Dexterouslytaughtthecurriculumwhileproducingcontentfromexistingmaterialandbuildingreadingand

comprehensionlevelsusingvariouslearningande-Learningtoolstoreachouttoeverystudent.

Exercisedsolutionsorientedapproachtofollowqualityservicestandardsandcomplywithprocedures,rulesand

regulations.

Delineatedoperationalparametersandintroducedprocessimprovementstoenhanceoveralloperationalefficiency.

**2007–2011:UniversityoftheAssumption,Pampanga,Philippines**

OfficeAssistant

Solelyresponsibleforfilingemployeerecordsandupdatingstudentrecords.

Activelyinvolvedinprovidingassistanceinentranceexaminationandenrollmentperiod.

Gainedinvaluableexperienceinproperfiling&maintenanceofallthecorrespondence.

Exercisedsolutionsorientedapproachinsortinganddistributingcommunicationsinatimelymanner.

Meticulouslycreatedandupdatedrecords,ensuringaccuracyandvalidityofinformation.

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

**BachelorofScienceinComputerScience**|UniversityoftheAssumption,SanFernando,Pampanga,Philippines|2011

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

GotITILFoundationCertificationinITServiceManagement

PassedTESDANationalCertificateII

 Computersoftware, hardwareconfiguration

Troubleshooting

OperatingSystemsAnd

SoftwareApplications

**TE C H N I C A L SK I L L S**

NetworkInfrastructure

Security,Backup&

RecoverySolutions

ServerActiveDirectory

BasicProgramming

MicrosoftApplications

UserDocumentation

**AC H I E V E M E N T S**

Achieved**MostOutstandingEmployeeOfTheYear**awardin2014-2015.

Applaudedas**MostOutstandingStudentAssistantOfTheYear**in2008-2009.

**PE R S O N A L DO S S I E R**

**DateofBirth:**3rdNov1990|**Nationality:**Filipino|**LanguagesKnown**:English&Arabic|**VisaStatus:**VisitVisa

**DrivingLicense:**UAEDrivingLicense|**MaritalStatus:**Single