

***Professional Profile and Value***

A dynamic, ambitious and passionate Computer Systems and Network Administrator with experience of almost 8 years (7 years and 10 months). Highly skilled at analysing complex network systems to discover errors or suggest improvements and developing sophisticated blueprints for the networks while ensuring that the systems will coexist.

Proficient at performing functions like installation, configuration, and providing support to an organization’s LAN or WAN as well as manage the network switches, virtual private network, and routing, among others. Ensures that the network and computer systems work in a complete synergy to each other.

Hold an impeccable grasp of information technology related knowledge and recent advancements along with an inherent capability to manage and lead a high functioning team towards project completion and process optimization.

Server administration exposure in the following: Microsoft Windows Server 2008, 2012 Environment; Microsoft Windows 2008 & 2012 Active Directory; Print Server, DNS and DHCP; TCP/IP Services, IP addressing, etc. Exposure in the management of the Email Services like Office 365, and Exchange Server 2013.

**Jacson**

**Email**: [jacson.382542@2freemail.com](mailto:jacson.382542@2freemail.com)

**Address**: Sharjah, UAE

Seeking a similar position in a related field with a forward thinking company where I can provide my expertise in driving efficiency and productivity in a very challenging and highly computerized environment.

***Professional Career Objective***

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| --- | --- |
| * IT Helpdesk Management * Microsoft Server Administration * Linux Server Management * TroubleshootingWindows Environment * Backup & Protection * IT Infrastructure * Network Administration | * Client Remote Desktop Management * On site & On Call Help Desk * File Server Maintenance * End-User Support * Team Management/Leadership * Health Check-up & Hardware maintenance |

***Areas of Expertise***

**IT Engineer - On Call & On-Site Service on Emergency**

**Ajman Markets Cooperative Society, Ajman, UAE**

*Retail supermarket chain located in Ajman, UAE, having four respective branches and more than 500 staff in each branch totally with various operational and functional departments.*

***Work Experience***

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**IT Administrator - On Call & On-Site Service on Emergency**

**Teralight Gateway Holdings Inc., Dubai, UAE**

*The Teralight Group is a Canadian technology solution provider that specializes in SaaS software for antifraud, identity management, and digital payments.*

**Job Highlights:**

* Primarily in charge of the maintenance and administration of all Linux servers for all Web, Email, FTP, Database and DNS Service.
* Provided online and onsite management service for wireless access point setup at US NAVY Base (Jebel Ali).
* In order to develop the complex network and computer system, led the formulationof the network infrastructureandprovided the design for a seamless integration of the same.
* Oversaw the performance of the network and its related systems while customizing to ensure that the optimal performance is maintained at all times.
* Successfully fixed all the issues that arose in the LAN/WAN network especially with respect to the throughput issues, end-user complaints, etc.
* Managed the system administration process effectively and eliminated any troubleshooting errors for current as well as new systems.

Nov 2014 - Aug 2016

**Job Responsibilities:**

* Executing the complete integration of the networks and systems in collaboration of a team.
* Consistently resolving the network issues, packet drops, end-user issues, disconnection of service, and any such service issues in a timely manner thereby establishing a permanent resolutionfor the same across all LAN/WAN networks.
* Employing the network layouts, blueprints, and other design elements as a way of defining the parameters to aid in effective network configuration.
* Checking for the network performance and maintaining an optimal performance measurement thereby evaluating the network traffic in line with the same.
* Conducting feedback tests and gathering information from end-users to implement enhancements in the network as well as improve the operational efficiency of the same.
* Leading the structural & branch infrastructurenetwork planning and design to facilitate an ideal functionality.
* Performing a regular network site administration for the IP Phones across all the branches and offices subsequently enhancing the
* Responsible for the updating and auditing of the security policies and adherence.
* Putting in place effective KPI monitoring and ensuring data records maintenance is upto date.
* Configuring the network connections in such a way that they conform to the industry best practices, and organizational objectives.

Oct 2016 – July 2018

**Network Engineer**

**Al Win Services, Mumbai, India**

*Al Win Services is a travel agency located in India providing access to a number of travel destinations worldwide.*

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* Executing the complete integration of the networks and systems in collaboration of a team.
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* Configuring the network connections in such a way that they conform to the industry best practices, and organizational objectives.

Aug 2012 - Oct 2014

**Job Highlights:**

* Provided assistance to the manager for the integration of complex network and systems in order to maintain optimal performance.
* Coordinated with the end-users to identify, troubleshoot and permanently resolve any network or system issues that may arise.
* Involved in the development of network architecture and diagrams along with the team.

**IT Network Administrator**

**Novatium Solutions Pvt Ltd, Delhi, India**

*Novatium is mainly into cloud based solutions like cloud based educational solutions, web based e-learning stations, management control solutions.*

Dec 2010 - Jul 2012

**Job Highlights:**

* Involved in the hiring of personnel to support the organization to build a competent workforce.
* Carried out laptop and desktop maintenance.
* Resolved network and system issues like packet drops, routing issues, disconnection, etc.

**Recruiter cum Desktop Support Engineer**

**Fluid Power Systems, Delhi, India**

Apr 2007 - Apr 2008

Date of Birth : 8th September 1984

Nationality : Indian

Marital Status : Married

Languages : English, Hindi, Malayalam, Tamil

Gender : Male

***Personal Profile***

***Academic Qualification***

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| * CompTIA A+ and N+ hardware course completed. * Cisco Certified Network Professional (Certified) | * Red Hat Certified Engineer Course completed |

***Certifications & Trainings***

**MBA in Finance & Marketing**

Birla Institute of Technology

Apr 2010

Apr 2007

**BE in Computer Science**

Anna University

**Higher Secondary Education Certificate**

Central Board of Secondary Education

May 2003

**Secondary Education Certificate**

Central Board of Secondary Education

Jun 2000