

**VENKATA**

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**OBJECTIVE:**

To secure a challenging, and rewarding position in a reputed, growing organization, where I can put to use my experience & knowledge to its best.

**CAREER Summary**

IT Support Engineer JA Resorts & Hotels- Middle east UAE 2008-2018

Desktop Support Micomp Systems -- Chennai 2003-2008

**ACADEMIC CREDENTIALS**

**Diploma in Computer Engineering** Adhipara sakthi Polytechnic College.(Completion2002)

**CERTIFICATION:**

Diploma in **Computer Hardware & Networking Technology** completed in Baseline Technology at Chennai.

**PROFESSIONAL EXPERTISE**

ProficientinTeamLeadershipandProjectImplementation.

NetworkInfrastructure,TechnicalEscalations&clientCo-ordination.

ProficientinServerOS,Wireless,Networkdeviceinstallation&configuration.

**TECHNICAL SKILLS**

**OPERATING SYSTEM:**MicrosoftWindowsXp/7/8/10,Server2003/2008/2012.

**SERVER:**DNS,DHCP, WDS, WSUS

**SOFTWARE**:Microsoft Office Suite, Symantec backup, Veeam, TrendMicro Antivirus

**HARDWARE:**IBMServer,HP Tape libraries,

**WIRELESS:**Meru Networks &Unifi.

**VIRTUALIZATION:**MS-Hyper-V.

**PROFESSIONAL EXPERIENCE**

**JA Resorts & Hotels(DutcoGroups-Dubai)**

**Business:**Hospitality

**Responsibilities:**

* Implementing, Managing, and maintaining a windows server 2008/2012 network infrastructure
* Responsible for maintaining the LAN, WAN (ILL&MPLS), Xeon Servers, Network devices (Routers, KVM, switches, Meru & Unifi wireless controller & AP’s, Communication system devices (AVAYA) & related issues.
* Create and configure domain users & mail accounts, groups, OUs and group policies.
* Prepare new laptops, PCs, POS, surface and other IT hardware
* Identify, Analyze and resolve the level 2 problems (Hardware & Software) for desktop & Laptop users.
* Install new software releases, system upgrades, evaluate and install patches and resolve software related problems
* Plan and perform appropriate procedures, documentation, inventory management, and other procedure related to IT
* Perform daily backup operations, ensuring all required file system and system data are successfully backed up to the appropriate media, recovery tapes or disks are created and media is recycled and sent off site as necessary
* Managing QNAP Network Attached Storage (NAS) devices.
* Configuring business emails for the staff in the outlook mail clients and mobile devices.
* Managed Biometrics and Access Control System with Time Attendance
* Managing user profiles and file server with appropriate file shares and security permissions.
* Configuring, managing and troubleshooting issues with network printers, scanner, photocopier, projector, PCs, laptops and other peripherals.
* Managing, monitoring Virtual Machines on Microsoft Hyper-V servers.
* Diagnosing, repairing, re-imaging and reloading PC operating systems.
* Provides IT assistance to hotel guests in establishing connection to the hotel internet service and other IT-related issues to ensure guest satisfaction
* Antivirus management by using TrendMicro Security to protect the site against malware & threats.
* Configuring and maintaining IPTV &Avaya IP Phones (9600).
* Investigating, diagnosing and solving computer software and hardware faults
* Avaya Onexcommunicator / one x agent configuration & troubleshooting.
* To coordinate the service maintenance and procurement of purchasing all IT related equipment
* Implemented Windows Files server & Print Servers.
* Administration of Backup/Restore/ Disaster Recovery (Veeam Backup and Replication).
* Working with SCCM Remote to view and troubleshoot devices mainly Desktop/Laptops and deploying installations/tasks with it.

**Micomp Systems (Chennai)**

**Business:**ITEnabledServices

**Responsibilities:**

• Administrate and support windows server 2003 infrastructure.

•System Assembling & Installation.

• Performed user account creation, deletion and configuration.

• Assist in hardware installation and maintenance of server, workstations and network devices.

• Configure and maintained Routers and Switches.

• Configure and administrated LAN and WAN Connectivity

**IT EXPOSURE**

System Administration and troubleshooting skills in Microsoft Windows 2003/2008/2012, Win 7/8/10 & XP operating

Systems

**PERSONAL DETAILS**

LanguagesKnown:English&Tamil

Sex/MaritalStatus:Male/Single Nationality:Indian

**DECLARATION:**

Iherebydeclarethatalltheinformationquotedaboveistrueandcorrecttothebestofmyknowledgeandbelief.