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| **Rejy** E-mail: rejy.384981@2freemail.com  | **1** |

**Objective**

A young and enthusiastic IT Engineer aspiring towards challenging assignments, capable of identifying and meeting needs through continuous challenges.

**Technical Skills**

* Worked with switches and troubleshooting network issues.
* Deployed the Microsoft security updates to workstations.
* Experience in Monitoring the system performance, Disk space and event logs.
* Microsoft Outlook and Mail configuration (2003, 2007, 2010,2016) for different platforms.
* Installation and configuration of different desktops, laptops.
* Installation and configuration of various servers (HP, Dell and IBM) and configuration of

Printers.

* Expertise in installation of equipment’s, wiring, machines and software programs.
* Operating Platform:Windows XP,Windows 7,8 &10, Windows2003,Windows2008& 2012.
* Excellent customer service skills.
* Knowledge in Hardware Testing Tools: Multi meter, cable tester, Card tester.
* Application used: Software Photoshop, Adobe reader, WinRAR, DVD Convertor, Nero.
* Office Package: Microsoft Word, Excel, Access, PowerPoint, Microsoft Outlook Express.
* Handling Windows 2003&2008 Servers and windows clients(Windows XP, Vista,7,8,10).
* Installation configuration of DNS, DHCP, FTP, etc.…Installation and Maintenance of Active

Directory.

**Education Details**

**[2005]SECONDARY SCHOOL CERTIFICATE,**

**Education Board - SSLC, Kerala, Result - First class with 75%.**

[**2006** – **2007]HIGHER SECONDARY CERTIFICATE,**

**Education Board - HSC, Kerala.Result - First class with 60%.**

**[2008 -2011]BCA (Bachelor of Computer Application)**

**Sikkim EilmUniversity**

**Certifications**

* Microsoft Certified Professional (MCP) ID-7703479.
* Microsoft Certified System Administrator (MCSA).
* Microsoft Certified System Engineer (MCSE).
* Microsoft Certified Technology Specialist (MCTS).
* Cisco Certified Network Associate (CCNA) CSCO11907287
* Diploma in Hardware and Networking.

**Experience Summary**

##### Total Industry Experience : 7Years

**Organization: GFB(Gulf Future Business S.P.C), Bahrain**

* + Designation: IT Software Specialist
	+ Period : From 10-11-2015 to Present
	+ Role : Office365 Implementation and Support

**Activities**

* Implementation and Configuration of Office365.
* Telephone and On Support to client place.
* Troubleshoot and service related to Office 365.
* Office Administration.
* Customization in SharePoint.
* Supporting User Hardware and Software Problems.

**Organization: Frontier Business Systems Pvt Ltd**

* Designation:System Engineer.
* Client : MPS Ltd (Macmillan Publishing Solution Company), Bangalore.
* Period : From 3-9-2012 to 1-8-2015.

**Activities**

* Installation and configuration of **Active Directory** in 2000, 2003 and 2008 servers.
* User **creations, permissions** and **profile** management.
* Managing **video conference, projectors** and **printers**.
* **VLAN** management and configuration of switches like **Cisco, HP, DLink** and **Netgear.**
* **Remote System Management** through Damware, VNC, RDC, VM and Citrix.
* **Antivirus** installation and Deployment. (Symantec, Nortonand MacAfee).
* Basic knowledge of **Citrix** and **VM**.
* Firewall management.
* Knowledge in monitoring tools (**Pandora and Nagios**)
* Installation of SQL servers.
* Backup and Restore.
* Email Configurations.
* PC and Laptop Repairing and Troubleshooting.
* Resolving Users login issues related to domain.
* Finding the root cause of the problem related to hardware and software and resolving in committed time
* Creating users and adding them to appropriate groups in domain
* Monthly update of all IT Assets and sending reports to Head Branch.

**Organization: PC Assist Technologies.**

* Designation:Desktop Engineer.
* Duration : From 12-6-2011 to 18-8-2012.
* Role : System Maintenance, Support and Testing.

**Activities**

* Responsible for providing 1st level / 2nd level support to end-users in troubleshooting and resolving PC/Server problems.
* Perform installation, configuration, migration, upgrading and maintenance of desktop PC/Server, software and related peripherals.
* Take responsibilities of maintained user security account for window 2003 including Desktop configuration, network connectivity, network access issues and printer connectivity.
* Load new or update software and systems on existing equipment.
* Responsible for managing LAN/WAN installation and arrangement for Network PCs performing connectivity, system setup, daily backup, network virus inoculation, hardware and software trouble shooting Etc.
* Done installation and configuration of windows NT/2000/XP/professional and applications.
* Responsible for troubleshooting, installation, configuration and repairing computer systems.
* Responsible for performing hardware and software performance regularly.
* Done other duties as assigned.

###### Personal Profile

 Date of Birth : 27-1-1989

Marital Status : Single.

Languages known : English,Malayalam, Hindi, Tamil,Kannada.

Hobbies : Playing cricket, football and shuttle, Jogging, Listening music.

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| I hereby declare that the information provided above is true to the best of my knowledge. |
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