

**RESUME**

Midhun

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**CAREER ASPIRATION**

Seeking challenging and managerial assignments in IT /Administration/ Operations/ /Client Management / People Management/Customer Service.

**PROFESSIONAL PROFILE**

* Around 4+ years’ experience in IT, Administration, Operations & Management.
* In depth knowledge of day to day operations in business operations with rich experience in handling operations, training and IT.
* Possess excellent interpersonal, communication and organizational skills with proven abilities in training & development, customer relationship management and planning.
* Excellent skills in using the Microsoft Office products, especially with Word, Outlook, Excel and PowerPoint.
* Excellent skills in using the Adobe products, especially with Photoshop and Illustrator.
* Rich knowledge in computer hardware, networking and CCTV installation.
* Easy to handle various operating systems: Windows, Linux and MAC.

**EDUCATIONAL QUALIFICATION**

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| --- | --- | --- |
| **Course** | **Duration** | **University** |
| MCA | 3Years (2010-2013) | M. G University |
| BSc Computer Science | 3Years (2007 – 2010) | University of Calicut |
| Higher Secondary | 2007 | Kerala State Board |
| SSLC | 2004 | Kerala State Board |

**ACHIVEMENTS**

* Technical support of Anglo Citadel Project development team.
* Deliver training (Technical) for college students about the topic Hardware Installation and troubleshooting.
* Conducted training programs on C / C++
* RED HAT Certified System Administrator
* RED HAT Certified Computer Engineer
* Certificate of Excellence: Best Trainer :( March: 2014): Anglo Citadel
* Certificate of Achievement: Operations: (July: 2015): The Flowers House

**CAREER CONTOUR**

***IMMEKA IT Solutions, Chalakudy. Jan 2017 – June 2019***

***[Role Handling: IT Engineer & Trainer - Operations]***

***Responsibilities***

* Handling operations.
* Administer and monitor daily and monthly computer operating systems.
* Prepare reports and ensure optimal performance and maintain records of service level agreements for customers.
* Design, implement and ensure efficient maintenance and ensure compliance to all disaster recovery plans.
* Perform appropriate tests and provide training to upgrade product quality and standardize all artifacts.
* Assist technical staff to check and ensure resolution of all issues to achieve all objectives.
* Determine availability of systems and IT network application process.
* Design and maintain all IT processes according operation policies through standardization of methods.
* Maintain and prepare all paperwork for various activities and provide performance backup to retrieve data in case of emergency.
* Administer and provide upgrade to systems and escalate issues.
* Prepare designs and evaluate all balancing functions as required by IT departments and other functional areas.
* Analyze and determine the surveillance camera locations and positions and their configurations
* Deliver training classes on various IT Related topics.

***International Knowledge Management Training Institute,***

***Abu Dhabi, United Arab Emirates Sept 2014 –Jan2017 (2.3 years)***

***[Role Handled: IT & Operations Manager]***

***Responsibilities***

* Manage information technology and computer systems.
* Plan, organize, control and evaluate IT and electronic data operations.
* Design, develop, implement and coordinate systems, policies and procedures.
* Ensure security of data, network access and backup systems.
* Act in alignment with user needs and system functionality to contribute to organizational policy.
* Manage staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance.
* Identify problematic areas and implement strategic solutions in time.
* Audit systems and assess their outcomes.
* Preserve assets, information security and control structures.
* Handle annual budget and ensure cost effectiveness.
* Speaking to management team/clients to find out what they want and to advise them objectively on where IT might make a difference to the business.
* Coordinating the project team.
* Adjusting the plans where needed.
* Making sure there is a smooth change over from the old system to the new one.
* Keeping management and clients updated on progress.
* Handled all the above jobs for their sister company THE FLOWERS HOUSE.

***Anglo Citadel Academy,ChalakudyJune 2013 – June 2014 (1 year)***

***[Role Handled: IT Engineer / Trainer]***

***Responsibilities***

* Overall office administration including purchases.
* the computer Hardware and software
* Installation of computer hardware& Software
* Troubleshooting the computer hardware and software issues
* Installation & maintenance of Operating systems like Win98, Xp, Vista, Win 8, Red Hat LINUX, UBUNTU LINUX, MAC, etc.
* Implementation of new office network
* Troubleshooting the various network related problems
* Setting up of various office related computer equipment like POS, Printers, Scanners
* Taking classes on various IT related subjects.

***DOMAIN KNOWLEDGE***

* Order Management
* Master Data Management – Vendor & Pricing Management
* Training Management
* Fleet Management
* Cash flow management
* Resource & Work flow Management
* Inventory Management

***APPLICATIONS USED***

* Microsoft Excel, Word, PowerPoint, Outlook
* Adobe Photoshop, Illustrator, PageMaker, Dreamweaver.
* Microsoft Visual Studio, SQL
* Express Invoice
* Beginner in Tally ERP 9
* Inventory Management System:

***TRAININGS ATTENTED***

* National Seminar on Computer Animation (2009 PrajyothiNikethan)
* Entrepreneurship Awareness Camp (2011, SSET Karukutty)
* Recent Scientific Computing Techniques (2011, SSET Karukutty

***TRAININGS DELIVERED***

* Training on various IT Equipment’s
* Training on installation of Computer Operating Systems
* Training of installation of various computer Software
* Troubleshooting of computer hardware
* Practical training on Computer Basics
* Practical training of MS office Package
* Training on various languages like C / C++, ASP.NET, HTML, SQL.

PROJECTS

* Online Book Store: - Done in ASP.net as a part of academics
* CMS College Management System:- Developed in ASP .NET as a part of trainer career for college students.
* Amanda Backup Server: - Done in Linux, a server side project as a part of RHCE
* Mail Server: -Done in Linux, a server side project as a part of RHCE
* Linux Virtual Server via Direct Routing: - Done in Linux, a server side project as a part of RHCE
* Web Hosting Server: - Done in Linux, a server side project as a part of RHCE.

**STRENGTHS**

* Can quickly grasp and learn new technologies.
* Good communication and presentation skills
* Can work efficiently in a group as well as an individual.
* Ability to analyze& solve problems/issues.
* Can deal with customers and clients for various purposes.
* Multitasking ability.
* Self-motivated, hardworking and goal-oriented.
* Innovative, detail-oriented and analytical approach to the work.
* Confident, time management capability.
* My interest and dedication to the work.

**PERSONAL DETAILS**

Date of Birth : 03-Dec-1988

Marital Status : Married

Nationality : Indian

Languages Known : Malayalam, Hindi, Tamil, and English.

Hobbies : Travelling, Listening Music, Badminton, Photography.

Driving License : Light Motor Vehicle INDIA & UAE (Automatic)