To obtain a challenging position in the field of Information technology that offers a competitive environment, demands excellence in performance and provides opportunities to attune professional growth based on the individual’s merit, performance and capabilities

**Technical Expertise**

**Systems**: Windows NT (98/2000/XP/VISTA/WIN7/SRV2003/SRV2008) and Mac OS. **Hardware:** Routers, Firewalls, Switches and Hubs (Cisco, SonicWALL, Cyberoam, Linksys and D-Link). Laptop, Workstations and Servers (HP, Dell, IBM), Pabx, IP Phone & IP TV

**Software:** Messaging (MDaemon9.6, MS Exchange 2003/2007, Exchange POP3, Lotus Notes client), Antivirus (Symantec, Trend Micro, McAfee, Kaspersky and F Secure), Backup (Symantec Backup Exe, EMC Avamar and Windows NT Backup) VPN (SonicWALL VPN, Cisco VPN, SSL VPN), Imaging and cloning (Norton ghost and Acronis), Business Applications CRM Siebel, NTS Win cash Etc..

**Networking:** DNS, DHCP, TCP/IP, HTTP, SNMP, SMTP, POP3, FTP and TELNET.

**Ticketing tools:** HP OpenView & HP Service Manager.

**Professional Experience.**

**1) Company :** Arowana Consulting Fz LLC (From Feb 14th 2013 to till date)

**Designation :** IT Support Specialist

**Client :** Du Telecom (Emirates Integrated Telecommunications Company)

**Location** : UAE

Major Responsibilities at Site:

* Identifying major incidents / High -Critical Incidents / Outages and coordinating Major Incident Meetings to include technical teams and IT Management throughout incident life cycle.
* First Point of Contact for all issues related to IT between the end users & technical teams (Networking, Server, Application Support, Vendors etc.)
* Support IT and network infrastructure related issues. Administration of AD & Exchange accounts
* Network Administration (LAN, WAN, Internet, VPN & Remote Access)
* Configuring, Implementing & Troubleshooting of IT Hardware & software for DU Retail Stores, Road Shows, Events, Dealers stores, Corporate locations, Data centers, NOC and Call center locations throughout UAE on windows domain and MAC OS
* Provide Level – 1 support to payment management system and Q Management System.
* Installation, configuration, troubleshooting business and corporate applications including Oracle apps, E-serve, BSCS,NTS Win cash, CRM from Siebel, ERP, SAP, Symantec Antivirus, QIP, Cisco Variant Clients, Juniper, Network Management and many more.
* Provide support for meetings, conference rooms, physical and virtual classrooms, Lync meetings and WebEx meeting. Support AV devices, projectors, speakers, printer etc.
* Asset management, lease end dates, upgrades, repairs & exchanges, Responsible for tracking hardware and software inventory.
* Incident assignment across the service desk to make sure SLA is not breached.
* Monitoring, updating Antivirus definition, generating reports and documentation.
* Take part in implementing Information Technology Infrastructure Library (ITIL) by providing statistics and reports from Helpdesk, BAUs and managed IT Services.
* Performs various maintenance activities including file system backups and disk optimization, capacity planning, and virus protection.

**2) Company :** CG Group (From Feb 1st 2007 to Nov 30th 2012)

**Designation :** IT Engineer

**Location** : UAE

Major Responsibilities at Site:

* + Configuring and maintaining MDaemon 9.6 Mail server and Mail Marshal Server
	+ Managing Nortel Telephone System for setting Intercom and Feature No and installation of the Telephone
	+ Configuring and Managing Antivirus Server (F-secure & Trend Micro)
	+ Configuring and Managing Proxy server for blocking Chat and surfing unwanted sites (GFI Web Monitor)
	+ Configuring & Managing RAID servers(HP DL & ML Servers)
	+ Handling the implementation of VPN connection using CISCO 800 series
	+ Managing the connection with all branch offices to head office through VPN
	+ Handling the maintenance and trouble shooting of all the remote access to the

 Head office

**3) Company :** INFO SERVICES (From Oct 31st 2005 to Jul 31st 2006)

**Designation :** Desktop Support Engineer

**Client :** IBM

Major Responsibilities at Site:

* + Installation of IBM C4EB Images of Windows 2000 Professional & Windows XP
	+ Configuring Outlook express, Ms Outlook, Humming bird, Nice, Dec and AT & T.
	+ Installing, Configuring and troubleshooting of IBM Lotus Notes 6.5
	+ Installing, Configuring and troubleshooting of IBM Same time and Notes buddy
	+ Installing and Configuring the network as well as local printer

**4) Vendor Certifications:** IRS Computers, Kerala-India (From Jan2004 to Aug2005)

**Microsoft Certified Systems Engineer** (MCSE ID:3024189) **& Cisco Certified Network Associate** (CCNA ID:CSCO11111564)

**5) Company :** APOLLO TYRES LTD (From Oct 09th 2002 to Oct 08th 2003)

**Designation :** Technical Apprentice

**Location** : INDIA

Major Responsibilities at Site:

* Installing /upgrading windows 95/98/ME/XP/2000 Professional /Server.
* Installation and Troubleshooting of Desktops, Network printers and Scanners.
* Configuring and Troubleshooting Outlook Express email client.
* Trouble shooting Operating System Errors and Hardware related issues.

**Academic Details:**

* **Pre Degree Science Group-** Christ College Irinjalakuda, Calicut University, Kerala -India(1997-1999)
* **Diploma in Computer Engineering-** Sree Narayana Guru Institute of Technology, State Board of Technical Education, Tamil Nadu - India(1999-2002)

**PERSONAL DETAILS:**

Nationality : Indian

Date of Birth : 14th April 1982

Marital Status : Married

|  |  |
| --- | --- |
| Languages  | : English, Hindi, Tamil & Malayalam |

**First Name of Application CV No:** **591900**

Whatsapp Mobile: +971504753686

