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**Career Objectives:**

To seek a challenging position in the organization that provides an opportunity to learn and develop my existing skill base while embracing new technology & strategies to remain competitive in the market.

**Technical Skill Set:**

* OS : Windows 2000/ 2003/ XP Professional /VISTA/WINDOWS 7/ UNIX.
* Backup Software : VERITAS Backup exec.
* Microsoft Technologies : Active Directory(design and Administration) DNS, DHCP, WINS, VPN,

IIS, MS Terminal Services, ISA server

* Mail Server : Microsoft Exchange 2000/2003 and MDaemon Mail Server
* Antivirus Suite : Symantec, TrendMicro.
* Server Hardware : HP Proliant, Compaq Proliant –ML 350, Dell, Acer PRIMERGY NAS . ECONEL, with external storage
* CRM Tool : RADAR Tool, SR Dash.
* Application Softwares : Tally, Peachtree
* Programming Languages : BASIC, C, C++ (Languages & Development Tools), HTML & JavaScript.
* Web : IIS, ASP, FrontPage.
* Web Graphics Software : Adob Suite(Photoshop,Illustrator,Indesign,Flash,Dreamweaver,CorelDraw)
* Desktop App Software : MS Office 97/2000/XP/2003/2007.
* Cisco Router : Configure Router Interfaces, Protocols, Access Lists, using Leased,

 ISDN& Frame relay WAN Links.

**Summary:**

IT/Network Administrator/Technical Support Engineer with more than 7 year of work experience, Currently working with Mpahsis- Hewlett Packward for past 2..3 years.

Managed 200 desktop, laptops and servers

Installed and configured Microsoft server, exchange server. and Active Directory Services (Design & Administration)

Installed and configured Microsoft office 2003/2007/2010/2013.

Installed and configured Microsoft Exchange server 2003 and MDaemon Serve, ISA Server for internet security.

Installed and configured Microsoft client OS – Windows 7//8/windows Vista/Windows XP professional/Windows NT.

Installed and configure CRM Tools in HP ( RADAR Tool, SR Dash, ) for monitoring purposes.

Configure Router Interfaces, Protocols, Access Lists, using Leased, ISDN& Frame relay WAN Links.

**Professional Profile:**



  **Technical Support Engineer Period : Oct 2012 – Till date**.

Working as Technical Support Engineer at Mphasis - Hewlett Packard in GR Tech Park, White Field, Bangalore, Karnataka, India. Mphasis is an HP company which is one of the most reputed companies in India.

**Responsibilities:**

* To monitor the case on real time and drive the case to closure within the Product SLA.
* Manage the performance of services to clients as per agreed contract and ensure that service levels are achieved
* Ensuring the Service Level Agreements are achieved, service quality and client expectations are met, exclusively managed for Australia and New Zealand customers.
* Effectively monitor control and support service delivery, ensuring systems, methodologies and procedures are followed by all level engineers (L1, L2, and L3).
* Build and maintain client relationships.



**Asst. System Admin Period : Feb 2010 – Apr 2010**

 Worked as Assistant System Administrator (Temp) in Walls and Floors ME FZ Co. in Jebel Ali, U.A.E. which is one of the most reputed company and market leader in Middle East, provides TOTAL WALLS AND FLOOR COVERING SOLUTIONS throughout Middle East.

**Responsibilities:**

* Overall responsibility for the well-being of all technical infrastructures within a highly available state-of-the-art Company infrastructure.
* Provide complete Network solutions for the Company head office and branch offices.
* Administration of LAN on Windows Environment.
* Maintenance, troubleshooting of PC range Systems & peripherals.
* Maintaining the mixed operating system environment in Windows Xp /Vista/2003 environment.
* Providing desktop support to the Office staff including branch office staff.
* Providing network solutions and implementations.
* Coordinating with Top Management to implement and improve company’s IT infrastructure.
* Server maintenance, backup, up gradation. Implementing network services.
* Liaising with vendors, servicing companies like Webmasters, PACC, Main computers, Key Information Technology (KIT ) – dealer for DELL laptops & PCs, etc.
* Managing MDaemon Email Server of the company, providing real-time spam protection to the company staff.
* Troubleshooting of Hardware: desktops, laptops & servers (HP,IBM-ThinkPad & Dell)
* Providing support on Sage ERP issues for office staff on daily basis.



**Omega Institute, branch of OSCAR Education group**

 **IT Trainer Period: Oct 2009 – Jan 2010**

Worked as an IT Trainer for Omega Institute located in Dubai, is one of the well-known computer training centers in the UAE, sister concern of Oscar Institute in Deira Dubai, U.A.E.

**Responsibilities:**

* Provide Qualitative Training to Corporate and individuals on various computer courses
* Maintain and support the network and troubleshoot the systems.
* Skilled at providing effective technical instruction and coordinating training programs.
* Provide technical information to students at all levels. Keep up-to-date with changes in technology through continuing education and training.
* Proficient in most commonly used computer applications (MS Office, Tally 9, Adobe suite etc…)

 **Uptown School, Mirdif, Dubai, U.A.E.**

**IT Support / Tech Support Period : Apr 2007 – Aug 2008**

 Worked as system administrator, in International Baccalaureate (IBO) School (One of TAALEEM schools), managing 200 + PCs, network printers, 2003 server and ISA Server 2006.

**Responsibilities:**

* Overall responsibility for the wellbeing of all technical infrastructures within a highly available state-of-the-art school infrastructure.
* Provide complete Network solutions for the School.
* Administration of LAN on Windows Environment.
* Maintenance, troubleshooting of PC range Systems & peripherals.
* Maintaining the mixed operating system environment in WindowNT/Xp/2000/2003 environment.
* Providing desktop support to the school staff.
* Providing network solutions and implementations.
* Coordinating with ICT department to implement ICT sessions.
* Server maintenance, backup, upgradation. Implementing network services.
* Liaising with vendors, servicing companies like Pacc, Main computers, Key Information Technology(KIT ) – dealer for DELL laptops & PCs, etc.
* Troubleshooting of Hardware: desktops, laptops & servers (HP,IBM-ThinkPad & Dell)
* Setting up security as per the requirements of the school. Security Incidents: Troubleshooting, logs analyzing
 Proxy server – ISA, TrendMicro.
Installing and configuring learning software for school.
* Procuring hardware and software as per school needs.
* Training staff with new software and hardware (e.g. interactive white boards, interactive pads, projectors, office application ( Rediker - School Office Suite, Administrator's Plus, Admissions Plus SW), Operating system and other learning software)
* Setting up emails, personalizing and troubleshooting on web based and outlook application.
* Helping students with application software and troubleshooting.
* Coordinating with the Head teacher, ICT department and the school board for the development of IT infrastructure.
* Single handled, manage and maintain the school IT infrastructure.
* Assist in the daily IT operations and the first point of contact at the school.

 **Project Scope:**

New ACER Primary Econel hardware, ISA Server 2006 was to be setup for the School as Internet Security Server.

* Design Internet security and manage the ISA server as part of the school network.
* Install and configure Windows server 2003,and ISA 2006.

 **Dubai , UAE.**

 **IT Trainer / Tech Support Period : May 2004 – Mar 2006**

 Worked as an IT / Technical Trainer for Syscoms Information Technology, Microsoft Gold Partner for Learning Solutions is a name to reckon. It’s a subsidiary of EMKE Group, Dubai, UAE. It is one of the leading computer training centers and consultancy services providers in the UAE and Middle East.

**Responsibilities:**

* Provide Qualitative Training to Corporates and individuals
* Establish that all training is provided under the CTT Specifications.
* Provide technical consultancy services to corporate & individual clients on the following:

Microsoft Exchange Server 2003 – Designing / Planning / Implementation / Migrations Strategies, Disaster Recovery Policies and Procedures.

* Skilled at providing effective technical instruction and coordinating training programs using Microsoft Official Curriculum (MOC). Provide technical information to students at all levels. Keep up-to-date with changes in technology through continuing education and training.
* Microsoft ISA Server 2000 – Planning / Implementing of caching & firewall Services.
* Cisco Routers and Switches – Design / Plan and deploy the LAN – WAN Network Communications etc.,
* Administering DNS in an Active Directory environment.
* Administering DHCP on Microsoft Window 2000 servers, Windows 20003 Servers and Microsoft Small Business Servers 2003.
* Administering Windows File and Print Sharing services.
* Modifying the Windows Registry, including Adding and Modifying values, and customizing permissions.
* Windows Configuration (includes service packs, networking, debugging).
* Antivirus installation and patch updating.
* Microsoft ISA Server Installation administration.
* Microsoft Exchange server 2003, Installation, Domain preparation and administration.
* Maintain and Support the company Network with a maximum uptime.
* Monitoring of systems, repair of hardware, run regular backups, testing & installing patches, upgrades
* Providing Hardware, Software, Networking related User support

**Colonel Hill English High School, Bangalore, India**

**Comp Teacher/Network Admin Period: Jun 2002 – Nov 2003**

 Colonel Hill English High School, is one of the famous English Convents in Bangalore, India.

 Responsibilities:

* Provide Qualitative Training to Students on various computer languages & designing softwares.
* Provide technical information to students at all class levels.
* Maintain and Support the School Network.
* To provide necessary training to my colleagues – all the Senior & Junior Teaching staff

(i.e., to conduct short – term courses & train the Teaching Staff in various computer/application softwares.)

* Provide day-to-day technical support of applications for the School Admin Staff.
* As a Network Admin, maintain and support the school systems for effective utilization of resources on the network

 **MIMS Private Ltd, Bangalore, India.**

**Position : Technical Support / Network Admin Period : Feb 2001 – Jan 2002**

Manor Information & Management Services Ltd., Bangalore, India. It is a Franchise holder of Jetking SET and Authorized Dealers and Services Providers for HCL, PCS, PCL Mantra online ISP Services Support Center and a software development center.

Responsibilities:

* Provide hardware support and consultancy services to the clients.
* Provide online & onsite support to the users and clients. Complete online and onsite calls on time.
* Provide day-to-day technical support of applications, which include adding/removing user ids, clearing locked sessions, and utilizing vendor – supplied documentation/support mechanisms to address user questions.
* Provide qualitative, professional, and timely support for any System, Network & Server breakdown.
* Also train the users on effective utilization of system and network resources.

Educational Profile:

**Academic Qualification:**

|  |  |  |
| --- | --- | --- |
| Examination/Degree | Board/University | Passing Year |
| Master Computer Applications (IT) | Currently pursuing the Masters Degree (MCA – IT) |
| Bachelor Of Commerce | Bangalore University | 1996-1999 |
| Higher Secondary | Pre-University | 1994-1996 |
| High School | SSLC Board | 1994 |

**Technical Qualification:**

* Diploma in Computer Applications:

Manor Information & Management Information Services Pvt Ltd, Bangalore – June 2000

* Diploma in System Applications:

Manor Information & Management Information Services Pvt Ltd, Bangalore – Oct 2000

* Diploma in Computer Hardware & Networking (DCHN):

Jetking School of Electronics & Hardware Technology, Bangalore – Dec 2003

* Microsoft Certified Systems Engineer (MCSE):

Jetking School of Electronics & Hardware Technology, Bangalore – Dec 2003

* Cisco Certified Network Associate(CCNA):

Inter-Networkz, Bangalore – APR 2014

**Professional Certifications & Trainings:**

* Microsoft Certified Professional (MCP)
* Attended training in Adv. Excel from Executrain, Dubai, U.A.E.
* Undergone training in ITIL V3 Foundation.
* Attended CCNA training from Inter Networkz. (2014), CCNA certification (appearing for exam shortly)

**Awards and Recognition:**

* Received Performance Award from **Hewlett Packard** for outstanding performance and 100 % quality scores.
* Received Summit Award from Mphasis twice for year 2013 and 2014 for the best performance

Personal Profile:

Marital Status : Married

Nationality : Indian