**SHEMIN**

Transcript ID(962366)

Access Code (sheminks)



Shemin.33742@2freemail.com

**Objective:** Quality focused IT professional with MCITP plus 6+ year of experience as Network support technician and software/hardware support specialist. Proven ability to create and deliver solutions that meet corporate objectives tied to business and technology performance. I am Comfortable operating in a wide range of platforms and environments and I am an Effective communicator; able to explain complex process in easy-to-understand terms for end user Skilled in proactive identification and resolution of critical systems/network issues.

**Qualifications:**

**B.Sc. Electronics with Computer Hardware**

MES College, Kerala, India, 2004

**MCITP (**Microsoft Certification ID

: 8214406)

**CCNA Network Engineer Program**

CMS Institute, Bangalore, India, 2008(Course Completed)

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**IT SUPPORT PROFESSIONAL**

***Offering Advanced Skills and Record of Consistent, High-Quality Performance in Systems/Network Installation, Configuration, Upgrade, Migration, and Problem Resolution Activities***

**SUMMARY OF PROFESSIONAL EXPERIENCES:**

SYSCOMS COLLEGE, ABU DHABI, UAE

**IT Support (Nov 2009- Jun 2016)**

Desktop/Laptop on-site and phone support; Printer/Fax support; Backup system support; -Updating current infrastructure; Deploying new equipment; Provide investigation, diagnosis, resolution and recovery for hardware/software problems. When unable to resolve, escalate to second or third level in accordance with Help Desk escalation processes. Maintain overall ownership of user’s issue & service ensuring that they receive resolution within a reasonable timeframe. Provide initial assessment of urgency and business impact on all support calls. Manage service requests, software installations, new computer setups, upgrades, etc., Support the following technologies: Microsoft Office 2013 products – Outlook, Word, Excel, Access, Internet Explorer, Windows XP/7/8/10, desktops, laptops, printers, networked copiers, NIC’s, basic LAN/WAN connectivity and others as assigned. Monitor daily backups, Ability to work independently and in a team environment, Ability to communicate well with internal and external contacts.

SUTHERLAND GLOBAL SERVICES, Cochin, Kerala, India

**Technical Support Executive** (Dec 2008- Nov 2009)

Handle technical chats to ensure customer satisfaction and resolution for Symantec security software. Take remote access of customer’s computer to resolve Symantec Norton product related issues. Managed various areas of support included broadband connectivity, email (Outlook, Outlook Express) and Windows installation, configuration, installing Service Packs , Registry Edit, Register and Unregister DLL files, msconfig Utility and upgrade issues.

*Key Contribution & Accomplishments:*

* **Customer Support & Satisfaction** – Achieved high level of customer satisfaction through patient, methodical approach to problem resolution, with majority of calls resolved within company’s 10 minute requirement. Turned around tense situations with irate customers into positive outcomes.
* **Professional Development** – Expanded background knowledge in Windows XP Pro, Vista, Windows 7 and email implementation and reconfigurations.

CMS TECHNOLOGIES, BANGALORE, INDIA

**Desktop / Application Support Technician** (MARCH 2008 – SEP 2008)

Managed broad range of installation, upgrade, roll-out, and troubleshooting for windows based networks and involving systems installations, configurations, migrations, and upgrades.

*Key Contributions:*

* **System Upgrade** – Improved stability and performance of system and network by upgrading Windows 98 to windows XP Professional, saved all customer data on existing PCs, built new computers, migrating existing applications, and customizing configuration settings.
* **Support Performance** - Reached #1 position in resolved trouble tickets and number of installations completed on time.

**Technical skills:**

**PASSPORT & VISA DETAILS**

PASSPORT NUMBER – N2340812

VISA STATUS – Visit

Valid Till : 10/10/2018

**Personal Data:**

DOB : 06April 1983

Citizenship: Indian

Religion: Islam

Status: Married

* **System administration:**
* Installing MS Windows 2003/2008/2012 Server, Professional Workstations.
* Administration of Windows 2003/2008/2012 Network.
* Configuring DHCP, WINS, DNS, Routing and Remote Access.
* Configuring Terminal Services, Net-meeting in Win 2000/2003 & Remote Desktop on 2003. Configuring Active directory services in MS Windows 2000/2003/2008
* Implementing and configuring Active directory backup, restore and users backup with command mode in MS Windows 2000 and 2003
* Configuring of creating child and additional domains in MS Windows 2000/2003/2008/2012
* Installing and configuring Remote Installation services in MS. Windows 2000/2003/2008/2012
* Installing and Configuring of local and Network printers in MS Windows 2000/2003/2008/2012
* Configuring Security, Backup and Recovery.
* Monitoring, troubleshooting and resolution of infrastructure performance.
* **LAN ,WAN & Other Technical Skills on Networking:-**
* Configuring Cisco Routers (2900 series),and Switches (1900 & 2600 series)
* Configuring Wireless LAN
* Wireless standards 802.11a, 802.11g, 802.11n
* Configuring VLANs in switch.
* Implementing and configuring Static, Default and Dynamic Routing.
* Configuring encapsulation PPP info Authentication PAP & CHAP.
* Implementing and configuring Access list on Standard lists and extended lists.
* Implementing, configuring of Network Address Translation (NAT) on the Routers.
* Implementing, configuring of Port Address Translation (PAT) on the Routers.
* Implementing and configuring port base Virtual LAN’s through switch.
* Configuring Inter-VLAN Routing on a Switch.
* Configuring CCTV/DVR/NVR/IOT Devices

**D E C L A R A T I O N**

I hereby declare that all the above furnished details are true and correct to the best of my knowledge and belief.