**Sandeep**



Sandeep.384036@2freemail.com

**Personal statement**

An experienced and competent IT Support technician with 5 + years’ experience in a variety of office-based environments. A level head and rational approach to problem solving leads to reliability and fast solutions to IT technical issues. Ability to explain procedures in a practical and user friendly way means that many IT problems can be solved via the telephone.

**Core skills**

* Vast experience in IT problems and solutions
* Fully experienced in providing and maintaining IT security across large networks
* Workload and time management
* Experienced and trained in Microsoft Office
* Broad knowledge and experience of all IT operating systems
* Experienced and able to work in shifts and night duty
* High learning capacity and troubleshooting skills
* Handle multitasks calmly and efficiently
* Highly skilled in verbal and written communication

**Highlights**

* More than three years’ experience working with ‘Opera and Micros HospitalityManagement System’
* Experienced in Aruba Network and virtual controller for ‘Aruba Access Points’.
* Experienced in HP Pro Curve Network and Switch Management.
* Experienced in maintenance of ‘IPTV System’.
* Experienced in maintenance of Vingcard Door Lock System.
* Fully trained in IPTV system including Screen Mirroring, and VOD.

**Employment history**

**IT Support**

**Melia Desert Palm Resort and Hotel, Dubai, UAE**

*(September 2015 – present)*

**Duties**

* Being first point of call for all IT issues
* Maintaining Opera Hospitality Management System Server including user’s installation and troubleshooting
* Maintain Micros 3700 POS in six outlets including thermal and kitchen printers
* Forward major issues for Opera and Micros with Opera support team and get fixed in urgent
* Maintaining SPA Connect for Samana spa including user’s installation and troubleshooting
* Maintain Guest Wi-Fi, Music System and IPTV system in guest Rooms and Villas.
* Respond Quickly for any kind of guest complaints for Guest entertainment facilities.
* Maintain all Desktop and Laptop in hotel for operational use, including hardware and software troubleshooting
* Maintain domain server and domain users with security credentials and maintain NAS data server for operational staff.
* Manage IPTV network and Palvision IPTV system for Guest Rooms, Bar and Gym
* Manage Vingcard Door Lock Network (Hardware and Server) including VISIONLINE key Card system for Access Control
* Ensuring that all SQL and Oracle Database backup is done on Daily, Weekly and monthly Bases
* Maintain Wi-Fi, Projectors and Signage for Banquet Halls, and provide Wi-Fi for outside events and help banquet team for AV system.

 **IT Support Technician**

**Ritu Wears by JDS apparels, Punjab, India**

*(June 2013 – July 2015)*

**Duties**

* Managing the IT help desk and providing instant solutions for IT issues
* Managing Ginesys Retail management software for all the POS and following technical issues with Head office
* Properly maintain and troubleshoot for all the POS and Backofficesystem
* Maintained CCTV in mall with digital video recorder
* Maintain attendance system for HR
* Running diagnostic checks and servicing essential IT hardware
* Explaining complex IT issues to non-technical employees
* Identifying and solving IT problems and logging them into the relevant databases

**IT Support Assistant**

**Karan Infotech, Punjab India**

*(October 2011 – May2013)*

**Duties**

* Installing new systems for Business and home users
* Providing Quick IT support for clients on their location
* Assemble new computers for the clients, doing all kind of software installation and hardware troubleshooting.
* Repairing and upgrading hardware for computers and CCTV system
* Install new CCTV cameras and maintain Recording system
* Maintain all inventory in show room and dealing with customers to sell new systems
* Providing proper IT solution for clients and assemble computers according to their requirements

**Education**

**Abacus Institute of hardware and Technology**

*(2010 – 2011)*

1-year diploma in computer hardware and networking

**Punjab University**

*(2011 – 2014)*

 Bachelor in Arts (3years)

**Punjab School Education Board**

Secondary School Education (2008)

High School Education (2006)

**Personal Information**

Date of birth : 23-10-1990

Marital status : Single

Nationality : Indian

Height : 5’10”

Language : English, Punjabi, Hindi