**JAYAKRISHNA**

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#### Work experiencetill date: 6.7 Years

#### Summary of Experience

During the course of the last 6.7 years, I have gained deep understanding in the various processes that go into organization building with respect to Operations excellence. I have worked across functions supporting the organization requirements technically and non-technically.

**Areas of Expertise**

* Installing, Configuring and Administering Microsoft Windows XP, Windows Vista,Windows7, Windows8.1,Windows10,Windows Server 2012, 2016 R2.
* Configure and join workstations to Domain.
* Installing, maintaining and administeringMS Outlook, MS Office 365,Active Directory, DNS and DHCP to Create a Windows Server 2012 Domain Controller.
* Creating Organizational Units and Group Policy Objects.
* Virtualization with VMware workstation and Hyper –V.
* Creating and Administering Groups in Active Directory on Windows Server 2012 2016
* Maintenance and troubleshooting of Desktops, Laptops, AV devices, Scanners, Network Printers, IP phones etc.
* Monitoring the GSD requests by Remedy ticketing tool and giving support to Customers.
* Prioritize the tickets before working on it.
* Proficiency in MS Office suite like Word, Excel, and Power point.
* Taking Customer feedback before closing the tickets.
* Troubleshooting network-based LAN issues.
* Handling Customer issues.
* Installation and Configuration of McAfee Antivirus.
* Installing & configuring Cisco VPN and VMware horizon view client.
* Configuring IP phones like cisco, Nortel, Avaya etc.
* Troubleshooting and configuring video conferencing device Tandberg.
* Setup Asterisk based IP PBX systems with GSM gateways and PRI cards.
* Installing, Configuring and Administering Elastix 2.0, Elastix 2.5 & Elastix

3.0 in CentOS 7.

* Configuring Softphones in Windows, Mac and Android platforms.
* Configuring Extension, Trunk, and Call Center modules in Elastix Server.
* Creating Users and Agents in Elastix Server and setting the access permission.
* Billing follow up.
* MIS reports.
* Fortnightly project-based reports.
* Monthly reports.
* Maintain and deal with all the activities related to PeopleSoft.

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**Professional experience**

**Technovibe Solutions India Pvt. Ltd. Jun’15 – Dec’19**

**Core KRA’s as a Technical Support Engineer:**

* Monitoring the tickets and assign to Engineers.
* Managing a small team of service and support engineers.
* Assign/distribute tickets among the team and ensure timely closure.
* Ensure all tickets are closed well within agreed SLA & customer is informed about problem resolution.
* Setup Asterisk based IP PBX systems with GSM gateways and PRI cards.
* Installing, Configuring and Administering Elastix 2.0, Elastix 2.5 & Elastix

3.0.

* Configuring GSM Gateways via web interface.
* Configuring Softphones in Windows, Mac and Android platforms.
* Configuring Extension, Trunk, and Call Center modules in Elastix Server.
* Creating Users and Agents in Elastix Server and setting the access permission.
* Installing, Configuring and Administering Microsoft XP, Windows7, Windows8, Windows Server.
* Managing, troubleshooting local and wireless networks.
* MS Office 365 support, maintenance, and administration.
* Configuring Networking and Workgroup, DHCP, Local policy and group policy.
* Setting up and configuring webservers/application servers (IIS).
* System Firewalls/Protocols managements for application server setup and monitoring.
* Responsible for resolving day-day hardware and software issues including desktop and network administration.

**Cognizant Technology Solutions India Pvt. Ltd. Dec’13 – Nov’14**

**Core KRA’s as a Desktop Support Engineer:**

* Monitoring the GSD Requests by Remedy ticketing tool and giving support through remotely by using dame ware mini control
* Monitor calls using Call Tracking Systems like Remedy and Ensure all calls are closed well within agreed SLA.
* Managing Bit locker.
* Managing, troubleshooting local and wireless networks.
* Installing, Configuring and Administering Microsoft XP, Windows7, Windows8, Windows Server 2003,2012, 2016 R2.
* Installing, Configuring and Administering MS Office and Microsoft Outlook.
* Installing the Network Printer and Scanners.
* Configuring & Troubleshooting Domain Name System
* Supporting first level administration of Windows Active Directory (Creating Users, Groups and moving them into different OUs)
* Set the security permissions to the users on AD and for the shared folders.
* Reserve the IPs on AD for the particular PCs with proper requests from the users.
* Configuring Networking and Workgroup, DHCP, Local policy and group policy.
* Managing Users and Groups.
* Ensure timely escalations are being done for all calls based on criticality of the problem.
* Successfully resolved user issues regarding connectivity, peripheral compatibility, and standard software usage questions.
* Configuring IP phones like cisco, Nortel, Avaya etc
* Setup & troubleshooting VPN and CITRIX.
* Installing & configuring Cisco VPN and VMware horizon view client.
* Troubleshoot and installing SCCM
* Installing & configuring McAfee Antivirus.
* Installation & configuration of Remote Desktop & assistance
* User management, Disk management and File System.
* Configuring Wireless connection in Laptops and mobile devices.
* Administration & Troubleshooting of Video Conference Equipment

**Cibersites India Pvt Ltd. Mar’12 – Mar’13**

**Core KRA’s as an Associate Specialist:**

* Installing, Configuring and Administering MS Office & Microsoft Outlook.
* Installing, Configuring and Administering Microsoft XP, Windows7, Windows8.1.
* Data backup.
* Billing follow up.
* MIS reports.
* Fortnightly project-based reports.
* Monthly reports.
* Maintain and deal with all the activities related to PeopleSoft.
* Timesheet issue follow-ups.
* Technical support remotely.
* Other project related activities.

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**CERTIFICATIONS**

* MCP Microsoft Certified Professional
* MCSA Windows Server 2012

**Qualification History**

**B. Techin Computer Science and Engineering**  **Calicut University**

**Plus Two** **Kerala Board**

**SSLC**   **Kerala Board**

**Personal Info**

Age **:** 35yrs (DOB- 13th June 1984)

Marital Status **:** Married

**Current CTC : Will be furnished upon request**

**Expected CTC : As per Company Norms**