**ADARSH**

**IT Manager Assistant / IT Support Engineer**





**Contact**

**Mobile:** (+971) 0504753686

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**Professional Profile**

1. versatile solution-focused, team oriented, broad experienced Information Technology professional. Experienced as IT Manager Assistant, IT Support and Software Analyst. Specifically skilled in Software Configuration, IT help desk, Network troubleshooting and configuration. Proven ability to analyze organizations critical support requirements, deficiencies and potential opportunities. A broad understanding of computer hardware and software, including installation, configuration, management, repairing, troubleshooting, and support. Oriented to work as much as contracted as standalone, under flexible shifts (day or night).



**Personal Details**

**Nationality :** India

**United Arab Emirates:** Working Permit Visa until 10/2020

**Date of Birth :** 17thDecember 1994



**Education**

**2012-2016** **B.Tech in Information Technology and Engineering**

Mahatma Gandhi University, Kerala, India



**Certification**

**ITIL 4 Foundation Certificate**

ITIL 4 Foundation certificate in IT Service Management. Certified by Axelos

**Advanced Java**

Certified by Central Govt of India, CDAC Technopark.



**Database**

**SQL Server :**SQL Server 2008,2012 and 2014

**MySQL :** MySQL Standard Edition



**Technical Skills**

* **Windows Server 2003 and Windows Server 2012.**
* **Network troubleshooting and management.**
* **Installation and configuration of Outlook and Mail Server administration.**
* **Firewall Configuration and Management.**
* **IP Phone configuration and PABX Management.**
* **Knowledge in ERP life cycle, Computer Hardware and Software.**



**Profile Skills**

* IT Manager Assistant.
* Strong experience in IT Support for companies and particular.
* Network infrastructure, hardware, software and administration.
* Wide knowledge in IT Technical support repairing, configuration and installation of PC, laptops, workstations, servers, firewall, routers, WiFi routers/AP/bridges, printers, projectors and all hardware.
* Experienced in mail server and Windows Server.
* Software Analyst who co-ordinate departments for the successful release of a software.

**Software**

* E-Mail Server.
* Microsoft SQL Server 2008/2012/2014 R2.
* Windows Server 2003/2008/2012.
* NAS Storage
* Cyberoam Firewall.
* Sophos Firewall.
* Visual Studio2012.
* Yealink PABX. Cisco IP Phones.
* MacOS,iOS.
* Windows 2000/XP/Vista/7/8/8.1/10
* Apple MacOs xx, IOs xx
* Active Directory.
* Microsoft Office 365/2007/2010/2013/2016.
* IMAP, POP3
* HTML, SQL,
* VMWare Workstation.
* TCP/IP.
* Android OS.
* Tripsavr 2.0, Tally ERP 9,Total ERP, Spine ERP.
* SAP (module).
* D-Link,Cisco,Huawei Switches.
* Attendance Softhines.

**Work Experience**



**Sharjah-based Company** **July 2017- Current**



**Job description:** IT Manager Assistant.

**Tasks:**

* Coordinate and manage the IT staff activities, planning, procedures and convergence of Sharjah, Egypt and Ethiopia Branches (100 staff users and 2000 employees).
* Configuration and management of Windows Servers and VPN connection through between all three branches.
* Management and configuration of Mail Server**.**
* Technical support for hardware (Servers/workstations/laptops/printers) and software installation and configuration for all branches including Italy, Germany and Spain shops.
* Installation, configuration and management of Windows Server 2003/2008/2012, Domain Controller, Active Directory, Email, etc.
* Install and management of NAS Storage systems.
* Configuration and management of Sophos and Cyberoam Firewalls.
* Defining and implementing security policies for the company, through Firewall, web content control, email, etc.
* Programming of Backup Scripts, setup of shadowcopy and server backup.
* Configuration and Fix the problems with CISCO, Yealink IP Phones.
* Configuration, management and maintenance of PBAX system.
* Assisted users for using their Microsoft and company related accounts effectively.
* Network Administrator/ Support.
* Specialized support for Microsoft Office Suite, Tally ERP 9, SAP (module), CCTV.
* Experience in fire optical cable splicing, CAT cable crimping, patching, and testing.
* Well Experience in server rack installation and cable dressing.
* Responsible for supporting: MAC, Win XP, Vista, Windows 7, 8, 8.1, 10,Ubuntu, Anti-Virus products, Wireless router, Remote administration tools like Team viewer, Quick Support, Any desk and Ammyy.
* Configuring and managing backup and restore procedures.
* Company’s Hardware, Software and Printing inventory and consumables control.
* Management of Attendance software and Biometric machines in the office.
* Approve and monitor major projects, IT budgets, priorities, standards, procedures and overall IT performance.



**TECHNOVATE SOLUTION, Kerala-India** **June 2016- June 2017**



**Job description:** IT Support /Software Analyst

**Tasks:**

* Coordinate IT Staff activities and supervise them.
* Ensure that all computers running smoothly as well as ensuring that all computer users are able to interact with all IT related devices.
* Network Administrator/ Support.
* Management of users and password in Windows Server 2008 R2.
* Configuration and management of Routers, Printers, Attendance machines and CCTV.
* Responsible for analyzing new control software titles and determining their viability
* Responsible for keeping the Customer Relationship from requirement gathering to the final stage
* Responsible for setup the computers and network properly.
* Analyzing reports in the ERP, such as Accounting Reports, Inventory, Payroll, Banking and MIS Report.
* Managed a software development team and monitor the development of software.
* Assisted in regularly comparing new software to legacy software currently in use.
* Responsible for analyzing new software applications and submitting detailed report to management.
* Worked with developers to create more efficient control applications for all industrial products.
* Responsible for testing software based on requirements from clients.
* Responsible for setup the network ready for ERP installation and configuration of Microsoft Outlook.
* Responsible for supporting: Win XP, Vista, Windows 7, 8, 8.1, 10,Ubuntu, Anti-Virus products, Wireless router, Remote administration tools like Team viewer, Aero Admin, Any desk