BINUKUMAR BALAKRISHNAN

2406 NE 139Tth Street   Vancouver, Washington, 98686

binukumarsr@gmail.com
Mobile: 3605133129

Visa / Work Permit : Green Card Holder with Valid E34 Visa

BRIEF OVERVIEW – areas of expertise

Over 14 years of cross cultural experience in System Administration, Networking and Technical Support of Enterprise level inter-networks, with 12 years in the UAE Government sector, as Desktop Support Representative.

- ✓ Laptop configuration, operating system upgrades and laptop imaging
- ✓ Hardware configuration and maintenance
- ✓ Automation procedures for Asset Management, PC deployment and Software Patch deployment
- ✓ Managing complex heterogeneous enterprise level Microsoft networks.
- ✓ Audio-Visual equipment support (including microphones, mixers, speakers, projectors)
- ✓ Administration & installation of Printers and troubleshooting print jobs
- ✓ Installation, configuration & troubleshooting of hardware and operating system;
- ✓ Maintaining connectivity across heterogeneous networks.
- ✓ High project management skills, strong leadership, self-driven and motivated and capable of working under stress without supervision.
- ✓ IT service support, service delivery process and procedures
- ✓ Cisco unified console management for cisco ip phones end user support

PROFESSIONAL QUALIFICATIONS

- ➢ **MBA in Systems** from Madurai Kamaraj University, Madurai, India (2015)
- ➢ **BCA** (**Bachelor Computer Application)** from Madurai Kamaraj University, Madurai, India (2006)
- ➢ **DC&SE (Diploma in Computer Science and Engineering (3yrs)** from Board of Technical Education, Government of Karnataka, India (2003)

CERTIFICATIONS

⇢ **MCP** (Microsoft Certified Professional) (April, 2010, Exam 290)
- ✓ Managing and maintaining Windows 2003 server

Microsoft Certification ID : 7505164 [Transcript ID: 903527, access code : binukumar
Web: https://mcp.microsoft.com/authenticate/validatemcp.aspx

⇢ **C.C.N.A (Cisco Certified Network Associate)**

Routing and Switching

Cisco ID number is CSCO13064495.

⇝ **A PLUS CERTIFIED PROFESSIONAL** CompTIA ID NUMBER COMP001000523637
- Core Hardware
  - ✓ Installation, configuration, upgrading
  - ✓ Diagnosing and Trouble shooting
  - ✓ Preventive Maintenance
  - ✓ Motherboard, processors, memory fault diagnosing
  - ✓ Printers
  - ✓ Networking
- Operating Systems Technologies
  - ✓ Operating systems fundamentals
  - ✓ Installation, configuration and upgrading
  - ✓ Diagnosing and Trouble shooting
  - ✓ Networks

⇝ **Project management Professional** *{Course Completed from New Horizon, Abudhabi, UAE}*
⇝ **ITIL Foundation V3 course** *{Course completed from sites power center, Dubai, UAE }*
⇝ **Project management skills from meric** *{3 days program conducted by Meric Training & Consulting Dubai for Algharbia Hospitals, Abudhabi, UAE}*
⇝ **Diploma in Hardware and Networking** from Tandem Institute of Networking Technologies *{Trivandrum, India}*
⇝ **Desk Top Publishing from L.B.S Center for Science and Technology** *{Trivandrum, India}*
⇝ **Data Entry and Console Operations from L.B.S Center for Science and Technolgy** *{Trivandrum, India}*

PROFESSIONAL EXPERIENCE

April 27 to present
Working as lab support in intel cooporation /mindtree

- The job function is to support engineering requests such as socket / change parts on validation platforms, power cycling platforms, OS/SW installations and updates, scan parts to inventory management tools etc.
- Doing Intel computer hardware, experience/exposure in changing HW parts on motherboard, Knowledge of OS/SW installation or updates.

November 10, 2019 to present
Working temporary post as dispatch engineer in Rexus Group (till working as parttime)

Project details : Currently assigned work as virtual data interface refresh in client side (client name jpmorgan Chase bank)

APRIL 22, 2007, to MAY 30, 2019:
Desktop Support Representative, Algharbia Hospitals, (MINISTRY OF INTERIOR) SEHA, Abudhabi, UAE

Role:
⇝ Steering complete operations for administration of 5 sites hospitals in different locations
⇝ Troubleshooting remote client through Remote Desktop, Net Meeting and log me in, team viewer utility
⇝ Setting up and maintaining networks for backup and recoveries
⇝ Updating the security features, patches, anti-virus updation on workstation, laptops and servers
⇝ Administering company AD, Microsoft Forefront & Proxy Server support
⇝ Installing and configure new Hardware and Software
⇝ Ensuring that updates and maintenance are performed on the current systems
⇝ Ensuring that the Network infrastructure is up and running

- ⇢ Performing regular backup & restoring operations using HP backup device
- ⇢ Analyzing corporate network applications and client server environments
- ⇢ Ensure Sound knowledge of AV equipment support (including microphones, mixers, speakers, projectors)
- ⇢ Overseeing administration & installation of
    - o Printers and Troubleshooting Print Jobs
    - o Primary and Backup Domain Controllers and creating trust relations
    - o Desktop and Server Administration

    Managing and Maintaining cisco ip phones

- ⇢ Configuring system policies and implementing file and directory permissions and User and Group management
- ⇢ Preparation and submission of monthly reports
- ⇢ Managing vendor coordination

Key Projects Executed

Title :- Implementation of ISOFT Health information System

Client: Madinat Zayed Hospital
Role:
- ⇢ Imparting Hardware/Networking support to third party company from Bangalore, India
- ⇢ User support for the doctors, nurses during the period of launching day of the software
- ⇢ Work as team member along with the third party company

Title :- Implementation of CERNER Health information System

- ⇢ Imparting Hardware/Networking support to Cerner Team
- ⇢ Implementation of cerner pacs system, installation and give support to Application specialist
- ⇢ Imparting zebra printer installation for the lab specimen and MRN stickers

April, 2004, to March, 2007: Customer Support Engineer, Kaysel Systems L.L.C, Dubai UAE

Kaysel Systems LLC is a leading IT solutions provider with across various verticals in strategic IT consulting, Networking, Training, Outsourcing, Platform delivery, Facility Management, Customizing & Implementing Solutions, Onsite service & Application Management support.

Role:
- ⇢ Imparting Hardware/Networking support to key clients.

MARCH, 2003, to APRIL, 2004: Service Maintenance Engineer in Computers, RELISH FOODS, VALANJAVAZHY ALLEPPEY, KERALA

The company is engaged in the business of processing and exporting Marine Products. It is well established and successfully operating in India serving a client base of reputed and professionally managed business and other organizations spread across diversified sectors of the business world.

Role:
- ⇢ Spearheading network administration for 85 PC users across OS platforms like Windows 2000 Server, Windows 2000 Professional, Windows NT 4.0 Server & XP and support users

JUNE, 1999 to FEBRUARY, 2003: Senior Training Faculty, PITMANS INSTITUTE OF INFORMATION TECHNOLOGY, Trivandrum, kerala, INDIA

It is one of the leading Institute of studies private limited giving training for softwares including DCA, PGDCA,DTP and programming languages.
Role:
- ⇢ Worked as a Senior Faculty, preparing study materials for the students

MAY 1999 – APRIL 2000 : MICRO IND SYSTEMS & SOFTWARE worked as a Data Entry Operator

⇥ Worked as a Data Entry for Below Proverty line (Government of kerala) senses

PERSONAL DETAILS

Date of Birth   : 7th March 1974
Linguistic Abilities : English
Passport Number   : NO: J6980419 Valid up to: 02/07/2021
Reference   : Ashraf ismail (Project Manager Algharbia hospital, mobile no: 00971558554000