

**BINUKUMAR BALAKRISHNAN**



**2406 NE 139Tth Street Vancouver, Washington, 98686**



[**binukumarsr@gmail.com**](mailto:binukumarsr@gmail.com)

**Mobile: 3605133129**

**Visa / Work Permit : Green Card Holder**

Reference: Will provide on requested

**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**

 **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}*

**PROFESSIONAL EXPERIENCE**



**November 10, 2019 to present**

**W o r k i n g t e m p o r a r y p o s t a s d i s p a t c h e n g i n e e r i n R e x u s G r o u p ( t i l l w o r k i n g a s p a r t t i m e )**

Project details : Currently assigned work is given by the client through site hand app including all type of IT works including server mounting , patch panel termination, desktop and monitor upgradation, troubleshooting end user issues, troubleshooting Routers , switches, Telecommunication error/break fix etc

Clients—jp morgan, Centerpoint etc

**April 27 to June 30, 2020**

**W o r k ed a s l a b s u p p o r t i n i n t e l c o o p o r a t i o n / m i n d t r e e (employee verification can provided as requested)**

 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 update

Location – 2111 NE 25th Ave, Hillsboro, OR 97124, intel john farm campus

**April 22, 2007 to May 30, 2019**

**Desktop Support Representative, Algharbia Hospitals (Government of Abudhabi, SEHA,UAE, Middle east)**

**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



Date of Birth : 7th March 1974

Linguistic Abilities : English

Passport Number : NO: J6980419 Valid up to: 02/07/2021

Reference : Wil provided upon requested for each company