JAPAKAN MAHENDRAN

Contact

Address:
Building No 88,
Zone 31,
Street 881,
Wajbat juaida,
Qatar.

Date of birth:
03.04.1997

Nationality:
Sri lankan

Phone:
+974 3125 8390

Email:
japakansub@gmail.com

Languages

- English
- Tamil
- Malayalam

Hobbies

- Writing
- Photography
- Design

Objectives

I am seeking a position to utilize my skills and abilities in the IT field that offers professional growth while being resourceful, innovative and flexible and to take a challenging and high performance oriented role in the field of Information Technology.

Experience

IT Support Specialist
ALHAZM – ALEMADI ENTERPRISES (QATAR)
(2022 MAR – Till Now)
(FULL TIME)

- Researching, diagnosing, troubleshooting and identifying solutions to resolve system issues.
- Provide technical support for Trattoria Point of Sale and Oracle Micros Simphony POS , Microsoft Dynamics products, mobile, & web-based platforms, including computing devices and servers.
- Provide technical administration and support on Office 365 applications such as Microsoft office, Teams, Outlook and SharePoint.
- Installs, updates, and maintains SQL databases.
- Provide for the implementation, configuration, deployment, and support of systems, including Valet Parking Management System, Employee Time Attendance System, and Access control system.
- Provide training to new employees and other training sessions as required
- Provide 2nd and 3rd level support for AD and Exchange, Windows server administration

IT SUPPORT ENGINEER
ETISAQ Technologies – AL EMADI ENTERPRISES (QATAR)
(2021 MAY – 2022 MAR)

- Installing and configuring computer hardware, software, systems, network printers and scanners
- Monitoring and maintaining computer systems and networks
- Setting up and installing microphones, lights, video monitors, projectors, speakers, and video camera for video conference
- Responding in a timely manner to service issues and requests
- Providing technical support for Point of sale (POS) Systems.
- Uploading video through MIPS System and checking the screens
- Setting up accounts and creating the email through Microsoft 365 for new users.
- Hardware/software upgrades on laptops and desktops
- Testing new technology and supporting the Software Engineering Team.

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Experience

IT SUPPORT
SOUTHERN VENTURE HOLDINGS PVT LTD. (SRI LANKA)
(2019 JAN – 2019 DEC)
(FULL TIME)

- Problem investigation
- Solving customer's issues reported
- Documentation of actions and findings
- Communication with customer throughout process
- Monitoring of infrastructure
- Escalation of problem where appropriate
- Set up of user accounts
- Troubleshoot hardware and software issues in person, remotely and via phone

Education

- Level 5 Pearson BTEC Higher National Diploma in Computing and Systems Development – British College of Applied Studies Sri Lanka
  (2016 – 2018)

Certifications and Skills

- Entry-Level Knowledge in CCNA (cisco), Firewall, VPN, Remote Desktop
- Basic understanding of ITIL
- Social Media Marketing.
- Understanding of Office 365 and Azure Fundamental.
- Diploma in Hardware
- Experience supporting Windows 7/8/10/12
- Good knowledge of outlook troubleshooting and Active directory issues
- Diploma in Web Designing
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Software & Technologies

- Good Knowledge of Microsoft office 365, Aruba instant, MIPS, WordPress
- OS Platforms: Microsoft Windows, Mac OSX, and Linux
- Other: SQL Database, AutoCAD, Adobe Photoshop, Microsoft Visual Studio.