John Jose

Experienced IT professional skilled in troubleshooting, end-user support, and structured problem-solving. Proficient in managing hardware and software installations, asset management, and user access control, with a solid foundation in networking and system administration. Strong communicator with a proactive approach to IT support and a focus on user satisfaction.

Essen, Germany   +49 15146928439 | **Linkedin** | **Github**
Born 08/09/1993   **johnnereparambil@gmail.com**
I have a valid dependent visa for Germany and can join immediately.

TECHNICAL SKILLS (Years of Experience)

Windows Server (3) | Active Directory (3) | SQL (2) | PowerShell (3) | VMware (2) | Hardware and Software Troubleshooting (3) | Asset Management (2) | Network Security (3) | Python (3) | Tableau (2) | Microsoft Azure (2) | Microsoft Hyper-V (2) | Cisco IOS (2) | Sonicwal(1) | Windows 10/11 (3) | MacOS (2) | iOS (3) | Android (3) | Office 365 (3) | SCCM (3) | JAMF (3) | Intune (3) | VoIP (2) | VPN (3) | IP | DNS (3) | DHCP (3) | Network Troubleshooting (3) | Ticketing Systems (Jira) (3) | Remote Desktop Tools (3)

WORK EXPERIENCE

10/2022 – 05/2024	**Berlin School of Business and Innovation, Berlin, Germany** **University project** paper based on "Application of Deep Convolutional Neural Networks for Colon Cancer Detection and Characterization".

- CNNs used to predict colon cancer detection.
- The developed model using CNNs and Python achieved an accuracy of approximately 93% on the test (CIFAR dataset) dataset.
- Created a dashboard using Tableau to track performance and identify areas for improvement
- Tracked and prioritised support tasks in Jira, coordinating with project team members and escalating issues as needed to meet service-level agreements.

Technologies used: Python | Pandas | NumPy | matplotlib.pyplot | cv2 | gc | Tableau | Excel | SQL | AWS.

10/2019 – 10/2022	**Werkstudent(Research Assistant), TU Clausthal** (Clausthal, Germany) and **Carl von ossietzky universität** (Oldenburg, Germany)

- Visualized weather data from the Deutscher Wetterdienst (DWD) on maps to analyse patterns and trends.
- Developed Python algorithms for weather prediction and business process optimisation.
- Gained proficiency in Office 365 applications, providing setup, maintenance, and user support.

Technologies used: Python | Microsoft Office | Mathematical Algorithms

11/2017 – 02/2019	**Server Administrator,** Bestgrid, Cochin, India **Project:** Administered a Project Management Dashboard responsible for monitoring the progress of construction projects, catering to the needs of over 350 businesses and ensuring the seamless operation and maintenance of the dashboard to support critical project tracking and management.

- I have experience in setting up and maintaining Windows servers, including Active Directory, DNS, DHCP, and Group Policy to ensure network stability.

- Proficient in utilising a variety of monitoring tools, including Zabbix, to track system performance and resolve issues proactively.
- Managed and maintained enterprise-level network infrastructure including Cisco routers, Sophos firewalls and optimised network traffic.

Technologies used: Windows Server | Unix | Red Hat Server | SQL | Microsoft Hyper-V | Zabbix | TrueNASI | VMware | HTML 5 | Sophos | Microsoft Azure | Jira.

10/2016 – 10/2017   **System Administrator Trainee,** TELK, Angamaly, India
Project: Designed and deployed 'Dist', an application using Python and SQL, to streamline performance analysis, expense management, and employee evaluations in both Windows and Red Hat server environments, showcasing my expertise in creating robust software solutions.
- Managed and updated databases on Red Hat Enterprise Linux servers. Contributed to network security protocols, including the setup of VPNs and monitoring for potential threats.
- Configured and managed network switches, routers, and firewalls (including Cisco and Juniper) to maintain a secure and reliable network infrastructure.

Technologies used: Windows Server 2012 | redHat | Excel | SQL | iSCSI | Cisco | Sonicwall | VMware | NumPy | HTML 5| CSS | Bootstrap 3.

10/2015 – 10/2016   **Network and System Analyst,** Bsoft, Cochin, India
Project: Provided essential support to UAE-based companies, addressing networking issues and performing maintenance activities. Additionally, I have created detailed reports to analyse the institute's performance, helping stakeholders make informed decisions. Through my contributions, I demonstrated my ability to deliver effective technical support and provide valuable insights through data analysis.
- I am certified in networking principles, routing, and switching. Demonstrates proficiency in Cisco technologies and network management.
- Organized, self-motivated, and able to prioritize tasks independently

Technologies used: Excel | Microsoft Office | Cisco IOS | SQL | Windows Server 2012.

EDUCATION

10/2022 - 05/2024   **MSc Data Analytics**
Berlin School of Business and Innovation, Berlin, Germany

08/2011 – 11/2015   **Bachelor of Engineering in Computer Science and Engineering**
Anna University, Chennai, India

ACHIEVEMENTS / CERTIFICATIONS

MCSE | CCNA | LinkedIn Skill Assessment badge in Python and CSS | .NET, ethical hacking, and software testing | Snowflakes Hands-on essentials

LANGUAGE SKILLS

English (C2) | Malayalam (Mother tongue) | Tamil (C1) | German (B1, currently learning).

HOBBIES

Graphic design for web | Cricket | Football | Fishing