



# JOEL TOM

## NETWORK AND TECH SUPPORT

"Dedicated network and tech support professional with extensive experience in network management, system administration, and troubleshooting. Skilled in configuring hardware, maintaining servers, and ensuring network security to optimize performance and prevent downtime."

-JOEL TOM

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LinkedIn

Dubai, UAE

### skills

- Network Management
- System Administration
- Hardware Assembling
- Troubleshooting Skills
- Server Management
- Firewall Configuration
- Advanced Networking
- Fiber Optics
- Windows OS
- Linux OS
- Security Protocols
- Technical Support
- System Monitoring
- Performance Optimization
- Technical Documentation

### Areas of Interest

- Network Security
- System Configuration
- IT Support
- Server Setup
- Technical Training

### Language Skills

- English
- Hindi
- Malayalam

### Computer Skills

- Microsoft Office
- Canva, Photoshop
- Solarwind network monitor
- Odoo ERP
- Outlook

### Personal Details

- DOB: 11-10-1996
- Gender: Male
- Marital Status: Single

### Work Experience

#### → Network and Tech Support - Cybrosys Techno Solution Pvt Ltd (2021-2023)

- Provide technical support and client support to end users
- Troubleshoot and resolve hardware and software issues
- Install and configure computer systems and applications
- Install, configure and maintain LAN/WAN networks
- Monitor and respond to system alerts and notifications
- Provide technical support in Microsoft Office, Outlook, Email service etc
- Ensure compliance with IT policies and procedures
- Document and update IT support processes and procedures
- Perform application level troubleshoot (L2,L3)

#### → Network Administrator - MICT, Calicut - Internship | (2020-2021)

- Configured and maintained network systems for optimal performance and security.
- Managed network infrastructure to ensure seamless connectivity.
- Implemented network security measures to protect against threats.
- Provided technical support and troubleshooting for network-related issues.
- Documented network configurations and changes for reference.

### Education

#### → Bachelor of Computer Application (BCA) - Calicut University, Kerala - (2016-2019)

#### → Higher Secondary Education (Biology Science) - State Board of Higher Secondary Education - (2013-2015)

### Technical Qualifications

- Advanced Networking Engineering and Fiber Optics (MICT, Calicut, 2020)
- Cisco Certified Network Administrator and Network Basics (CCNA & N+)
- Microsoft Certified Solution Expert (MCSE)
- Fiber Optics Installer ETA-USA
- Computer Service Technician ETA-USA
- CCTV

### Achievements

- Successfully led a project to upgrade network infrastructure, improving system performance and security.