

# NIDHEESHLAL E D

## NETWORK ADMINISTRATOR

Results-oriented Network Administrator with over 9 years of hands-on experience in designing, implementing, and maintaining secure and high-performance network infrastructures across multi-branch organizations. Specialized in configuring and managing a wide range of networking equipment, including switches (Cisco, Aruba, HP, Ruijie), firewalls (Fortinet 200E, 60F, 60E), and wireless platforms (Aruba Central, Ruijie APs). Skilled in VPN setup, network security, disaster recovery, and system monitoring using tools like PRTG. Adept at reducing downtime, enhancing security protocols, and delivering reliable IT support. Certified in CCNA, with a strong commitment to leveraging technology to ensure operational continuity and scalability.



### EXPERIENCE

#### NETWORK ADMINISTRATOR

FRESH FRUITS COMPANY – DUBAI, UAE

05 2023 Present

- Install, configure, and maintain network hardware and software, including routers, switches, firewalls, and servers.
- Monitor network performance and ensure system availability and reliability.
- Troubleshoot and resolve network issues in a timely manner.
- Manage and maintain VPNs, firewalls, and network security protocols.
- Ensure network security by enforcing policies, updating security software, and monitoring for vulnerabilities.
- Perform regular system backups and recovery procedures.
- Maintain documentation of network configurations, procedures, and changes.
- Assist with basic management of the Avaya IP Office phone system, including updating extensions and IVR greetings.

#### IT SUPPORT ENGINEER

AL QASIMI GROUP L.L.C | SHARJAH, UAE

03 2021 – 03 2023

- Reduced system downtime by 20% with proactive hardware/software maintenance.
- Improved customer satisfaction by 15% with efficient support.
- Troubleshot network and system issues to ensure smooth operations.
- Assisted in configuring and maintaining network infrastructure including switches, routers, and firewalls.

#### CHIEF EXECUTIVE OFFICER

TECHIES, INDIA

2018 - 2020

- Provided timely network troubleshooting to resolve connectivity issues.
- Managed CCTV installation and configuration projects, ensuring 100% client satisfaction
- Assisted in configuring and maintaining network equipment to ensure operational efficiency.
- Collaborated with the IT team to ensure seamless network performance across the organization.




#### NETWORK SUPPORT ENGINEER

SOFFIT INFRASTRUCTURE SERVICE (P) LTD, INDIA

2016 - 2018

- Provided network troubleshooting and technical support, reducing network downtime by 15%.
- Ensured smooth network performance by resolving connectivity issues and system errors.
- Assisted in the setup and configuration of network hardware and software.

### CONTACT

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-  <http://www.linkedin.com/in/nidheeshlal-e-d-419a6b26a>
-  Dubai, United Arab Emirates

### EDUCATION

#### B.Sc. Hardware System and Networking Administration

MS University, India | 2013

### SKILLS

Real-Time Network Monitoring (PRTG)

Security Policies & Incident

VPN Configuration & Management

Troubleshooting & Technical Support

System & Network Optimization

CCTV Installation & Configuration

Customer Satisfaction & Issue

Team Leadership & Staff Management

Multi-Branch Network Management

- Provided technical support for desktop, laptop, and peripheral issues across the organization.
- Diagnosed and resolved hardware, software, and network connectivity problems for end-users.
- Installed, configured, and upgraded operating systems, software applications, and hardware components.
- Ensured timely resolution of IT support tickets, maintaining high levels of customer satisfaction.
- Assisted in setting up and maintaining company workstations and IT infrastructure.
- Maintained user accounts and permissions through Active Directory.
- Coordinated with the network team to escalate and resolve complex issues promptly.
- Educated users on basic troubleshooting steps, improving first-call resolution rates.
- Installed and configured printers, scanners, and other peripherals to ensure seamless office operations.

## PROJECTS

- PRTG Network Monitoring Tool – Installation and Configuration
- Zabbix Network Monitoring Tool – Installation and Configuration (Ubuntu)
- Wazuh Security Platform – Deployment and Configuration (Ubuntu)
- Network Infrastructure Setup for Cold Store Acquired by Talabat

## CERTIFICATIONS

- CCNA (Cisco Certified Network Associate)

## ACHIEVEMENTS

- Experienced in multi-branch network management and remote troubleshooting.
- Hands-on experience with network security policies, VLAN segmentation, and firewall rules.
- Proven ability to optimize networks for maximum efficiency and security.
- Strong analytical skills in network performance monitoring and system enhancements.

## DECLARATION

I hereby declare that all the details mentioned above are in accordance with the truth and fact as per my knowledge and I hold the responsibility for the correctness of the above-mentioned particulars.

**NIDHEESHLAL E D**

## SOFTWARE PROFICIENCY

- PRTG Network Monitor

## LANGUAGES

English

Hindi

Malayalam

Tamil

## PERSONAL DETAILS

Nationality : Indian  
Gender : Male  
Marital Status : Single

## HOBBIES

