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| **AKHILESH P RAJU**  Street 9, Block 1 | Abuhalifa, Kuwait | Mobile : 00965-90984684 | Email: akhileshraju@gmail.com |

I am seeking a management position where I can effectively utilize my expertise in Information Technology, Sales & Business Development or Project management career which is rewarding and beneficial with the potential to move into upper management.

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| **Career Focus** |

Productivity / Efficiency Improvement Team building & Leadership

Sales & Marketing Technical Support & Optimization

Business Development Airlines / Logistics / Travel / Leisure

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| **Professional Experience** |

Name of the Organization: **M. H. Alshaya Co, Kuwait**

Designation: **Technical Support Engineer** (May 2012 – Present)

Company Industry: Retail / Trading | Job Role: IT Service Management

Area of responsibilities:-

* Install, configure & support the Linux based POS machines across the country
* Responsible for configuring all desktop services like print, MS Outlook, OS, backup files, remote access, wireless, various web services, Mobiles & PDAs.
* Coordinates with third party suppliers according to the service based SLAs.
* Sound knowledge in Windows 7, Windows 8, Linux, MS Office (Word, Excel and PowerPoint)
* Perform roll-outs and support of in-house developed Linux based software packages
* Maintain IT policies, IT Inventories for an error free retail store operation
* Report on problems through company standard problem reporting procedure.

Name of the Organization: **Kuwaiti Digital Computer Company, Kuwait**

Designation: **System Engineer** (November 2011 – March 2012)

Client: Capital Market Authority, Kuwait | Job Role: IT Service Management

Area of responsibilities:-

* Maintenance of HP Laptops & Computers, Xerox Printers & Scanners
* Administration and Maintenance Eset Smart Security 4 Antivirus server
* Configure & support Outlook on computers & smart phones.
* Create proactive procedures for problem preventions and resolutions, analyzed issues and designed solutions.
* Involved in office administration and provide basic training when required

Name of the Organization: **Al Jazira Group BSC(c), Bahrain**

Designation: **Network Administrator** (February 2008 - December 2010)

Company Industry: FMCG / Retail | Job Role: IT Service Management

Area of responsibilities:-

* Install, configure & support the Windows XP based POS machines across the country
* Performs all levels of hardware and software support for daily supermarket store operations.
* Administration & Maintenance of Windows Server 2003 & Active Directory
* Administration & Maintenance of Kaspersky antivirus server
* Configuring Motorola & Symbol PDAs, wireless barcode readers/scanners in the stores
* Maintain IT policies, IT Inventories for an error free retail store operation
* Report on problems through company standard problem reporting procedure

Name of the Organization: **Sutherland Global Services, India**

Designation: **Customer Support Executive** (February 2007 - February 2008)

Client: **McAfee Inc.,** | Job Role: IT enabled Services

Area of responsibilities:-

* Performs escalated issues on all McAfee products & supporting level 1 agents
* Perform Virus removal from the end user computers
* Provides support for Installing the McAfee products through phone & chats
* Preparing technical documents & presentations of McAfee anti-virus products

Name of the Organization: **Schneider Electric, India** (Formerly Conzerv Systems Pvt Ltd)

Designation: **Sales Promotion Officer** (March 2006 - November 2006)

Company Industry: Electrical / Energy | Job Role: Business Development

Area of responsibilities:-

* Marketing Energy Management Systems and Smart Energy meters across various industries in South India
* Visiting client locations & provides product support & training. Reporting recurring issues to the technical team
* Promoting energy management solutions, lighting solutions through electrical dealers, panel builders, electrical consultants & contractors
* Performs Key Account Management, conduct market study and seminars

Name of the Organization: **Orane Technologies Pvt Ltd, India**

Designation: **Application Support Associate** (February 2004 - February 2006)

Company Industry: Electronics & Communication | Job Role: IT – Software Testing

Area of responsibilities:-

* Software testing on Mobile applications developed on Symbian & Windows CE OS
* Preparing test cases & application support for the end users
* Reporting recurring issues to the R&D team

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| **Professional Qualification** |

* Post-Graduation: **Master of Business Administration** (MBA)

University: Sikkim Manipal University, India (Year 2014 - 2016)

* Post-Graduation: **Master of Science** (MSc.) **Electronics**

University: Bharathidasan University, India (Year 2004)

* Graduation: **Bachelor of Science** (BSc.) **Electronics**

University: University of Kerala, India (Year 2002)

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| **Certification** |

* Microsoft Certified Technology Specialist (**MCTS**)
* Cisco Certified Network Associate (**CCNA**)
* Microsoft Certified advanced diploma in Embedded Systems

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| **Personal Information** |

Civil ID : 281022006597

Date of Birth : 20 Feb 1981 (Age 33)

Gender : Male

Residence Location : Al Ahmadi, Kuwait

Nationality : Indian

Visa Status : Residency Visa (Transferable, Article # 18)

Driving License : A valid Kuwait driving license

Passport Number : Z2518553

Religion : Christian

Marital Status : Married

Personal Strengths : Prayer, Honesty, Patience, Hardworking, Self-Confident & Optimistic

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| **Declaration** |

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

(Akhilesh P Raju)