**JEBIN A**

**IT Desktop Support**

Dubai

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# OBJECTIVE

Seeking a suitable position in accordance with my professional Experience, Qualification and Skills gained over the years to the full extends for development there by contribution to the overall growth and profitability of the organization as well as attaining self-growth in career. Self motivated ambitious and hardworking with zeal for professional progress and career advancement through determination and dedication.

# ACADEMIC DETAILS

|  |  |  |  |
| --- | --- | --- | --- |
| **Degree/Course** | **Institution** | **Year of Passing** | **Percentage / Grade** |
| BE/Computer Science and Engineering | Mar Ephraem College of Engineering and Technology | 2015 | 6.49 |
| Diploma in Computer Science and Engineering | Morning Star Polytechnic College | 2012 | 71.96% |
| HSC | Christucoil LMS Higher Secondary school | 2010 | 50% |
| SSLC | St. Anthony's High school | 2008 | 76.8% |

**WORK EXPERIENCE**

|  |  |  |
| --- | --- | --- |
| **Organization** | **Designation** | **Duration** |
| Syska Gadget Pvt Ltd | IT Desktop Support | Mar 2017 - Dec 2017 |
| Valecha Engineering Ltd | IT System Support | Jul 2015 - Dec 2016 |
| Andromeda BPO Pvt Ltd | IT Support Engineer | Apr 2012 - Aug 2012 |

**Roles**

**IT Desktop Support**

* Research and identify solutions to software and hardware issues.
* Diagnose and troubleshoot technical issues, including account setup and network configuration.
* Track computer system issues through to resolution, within agreed time limits.
* Talk clients through a series of actions, either via phone, email or chat, until they’ve solved a technical issue.
* Properly escalate unresolved issues to appropriate internal teams (e.g. software developers).
* Provide prompt and accurate feedback to customers.
* Refer to internal database or external resources to provide accurate tech solutions.
* Ensure all issues are properly logged.
* Prioritize and manage several open issues at one time.

**IT System Support**

* First level escalation of IT related incidents, problems and queries for the users of IT infrastructure and need to make regular follow up on the same.
  + Installations and Maintenance of Operating Systems Windows XP(SP3) and Windows 7 and Application Softwares.
  + Setup and Maintenance the LAN. Network and Share printer installations.
  + Monitor Network & Infrastructure using HP monitoring tools.
  + SLA violation is critical, need to solve the issue by making proper follow ups. Basic Configuration of Router and Switches.
  + Manage alerts on HP Sitescope and Network Node Manager.

**IT Support Engineer**

* operating automated call distribution phone software, via remote connection or over the Internet;
  + Diagnose and resolve technical hardware and software issues involving internet connectivity, email clients, IPTV, VOIP and more;
  + Research required information using available resources; Follow standard processes and procedures;
  + Identify and escalate priority issues per Client specifications; Redirect problems to appropriate resource;
  + Stay current with system information, changes and updates.

# SKILLS

* Windows system Administrator, Installing Operating System, and maintenance
* Configuration of NIC,Wireless Networks,NAT,PAT,ACL,DHCP Pool
* Proficient in Desktop Support, Installation and maintenance of Application Softwares
* Troubleshoot issues related to Desktop and in Network
* Backup of important files in a regular interval

Technical Skills

OS : MS-DOS,Windows98/2000XP,Windows7,8

Programming Languages : ASP.NET and HTML

RDBMS : MS SQL server 2000

Packages : Ms-Office

Networks : Network Server Maintenance

# INDUSTRIAL EXPOSURE

***Inplant Training at*** : BSNL Telecommunications(Network Management Engineer)

Personal Details

Marital Status : Unmarried

Gender : Male

Nationality : Indian

Religion : Christian

Languages Proficiency : English, Tamil, Malayalam

Fathers Name : Mr.P.Azari

Date of Birth : 20/06/1993

Visa Status

Visa status : Visit visa

Visa Valid Till : 13 April 2018

Passport Details

Passport No : M1734658

Date of Issue : 01-09-2014

Date of Expiry : 31-08-2024

Place of Issue : Madurai

# DECLARATION

I hereby declare that all information provided above is true to the best of my knowledge.

Date :

Place : Dubai 

(JEBIN A)

Your's Truly