Kishan Rambeharry

|  |
| --- |
| #1-2-3 St. Mary’s Junction Freeport, Trinidad W.I  [krambeharry\_69@hotmail.com](mailto:krambeharry_69@hotmail.com) +1868 745 7771 /+1868 273 3968 |

**\*I.T SUPPORT ENGINEER/SOFTWARE SUPPORT ANALYSTS\***

**SUMMARY**

A highly experienced and competent IT support technician with seven years’ experience in a variety of office based environments. A level head and rational approach to problem solving leads to reliability and fast solutions to IT technical issues. An excellent communicator with the ability to explain procedures in a practical and user friendly way means that many IT problems can be solved via the telephone. Comfortable working as part of a team or independently with a focus on delivering quality IT support on a continuous basis.

**TECHNOLOGY PROFICIENCIES**

* **Networking Topologies / Protocols:** LANs/ WANs / SANs, TCP / IP, VoIP, DNS, HTTP, Wireless / VPN Architecture, Cisco Routers & Switches, Firewalls, Cisco IOS, Active Directory Domain Controllers
* **Platforms:** Windows 7/8/10,Unix, Linux, Mac OS X, iOS, Android, Oracle,
* **Software:** Microsoft Dynamics RMS, Symantec Backup Exec, Symantec Ghost Solution Suite, Office Suite, Outlook, FrontPage, WordPerfect, PC Anywhere, Remote Desktop, LogMe In, Seagate Backup Exec 10, Teamviewer, Microsoft Office Suite, SQL, Quickbooks.
* **Hardware:** iMacs, Tablets, Smart Phones, Desktops, Laptops, Printers, Scanners, Projectors, 3Com, Cisco and Bay Networking Products.

**PROFESSIONAL WORK EXPERIENCE**

Information Technology Technician | Radisson Hotel Trinidad, P.O Box 1017, Port-Of-Spain, Trinidad W.I

08/11/2017– Present

**IT Technician** providing supports and maintenance for in-house computer systems, desktops, laptops, pbx phones system, printers, copiers, faxes, servers, ups, televisions. This includes installing, diagnosing, repairing, maintaining, and upgrading all hardware and equipment while ensuring optimal workstation performance.

* A warm personality, attentive and smartly presentable.
* Committed to delivering high levels of customer service.
* Responds courteously and efficiently to queries and problems from guests and system users.
* Ensures cleanliness of all data equipment and computer rooms.
* Responsible for smooth functioning and co-ordination of vendors for Guest Internet, Property Management Systems - PMS, Point of Sale - POS, IPTV, Telephony systems and other software vendors.
* Ability to troubleshoot hardware and software problems.
* Responsible for overseeing and handling network configuration, Servers, Workstations, Networking equipment, PABX, email accounts, and also support for the underlying server/desktop infrastructure.
* Knowledge of network infrastructure, including CAT5/6 cabling, wireless networks, network switches, WAN/LAN, domain controller, Active Directory, firewall and VPN applications.
* Identifies and implements solutions to user challenges and concerns associated with the use of personal computer equipment.
* Monitors and maintains proper inventory of hardware and software license.
* Provide PMS and POS Support and related products to our customer base
* Log and manage support requests received via telephone and email from external customers, within the specified time
* Analyze, troubleshoot and resolve customer issues - working towards resolution at first level within a timely manner or reassign to the appropriate resource if this is not possible

Software Technician | Jen-Mar Business Machines Ltd, #32 Mc Donald Street, Woodbrook, Trinidad W.I

03/03/2016– 04/01/2017

Prepared computer systems (Partner Tech, Radiant Touch Terminals, Servers & Client Systems) for software installation, configuring windows, run windows updates and installing service packs before installation of the Point-Of-Sale Software Microsoft Dynamics Retail Management Systems (RMS) and Star-Plus (Auto-Star) to a wide variety of customers through-out Trinidad & Tobago.

* Install software and hardware at clients sites, run and connect all cables between and at hardware devices
* Setup, configure, and tested hardware and software components such as Thermal Receipts Printers, Barcode Scanners/Printers, Cash Drawers, Barcode Scanner Scale
* Provided telephone, remote and on-site support for clients in order to provide quick resolution to problems using LogMe In, VNC, Teamviewer.
* Provided training to clients regarding software, hardware, and troubleshooting techniques for failed IT hardware in retail store and/or office setting and train admins on new technologies, changes and upgrades/enhancements of current software or hardware.
* Primary point-of-contact for all IT issues involving executives. Will work across IT functions, vendors and with the IT Service Delivery for problem resolution.
* Effectively communicate and document new processes and upload them to designated Team Site for future support
* Provided on-site repair and preventative maintenance of ECR, POS systems & peripherals. Set up and install POS systems for new customers.  Provide level-1 support for software as able/needed.
* Guide and delegate tasks to lower level technicians.

I.T Technical Support | Croisee Supermarket Ltd, Chase Village Flyover, Chaguanas, Trinidad W.I

2014– 2015

Maintained full system operability through performance tuning and support of Store Management Suite infrastructure, patchworks implementation, and ongoing troubleshooting.

* Installing and configuring computer hardware operating systems and applications;
* Monitoring and maintaining computer systems and networks;
* Talking staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues;
* Troubleshooting system and network problems and diagnosing and solving hardware or software faults;
* Replacing parts as required;
* Provided support, including procedural documentation and relevant reports;
* Supported the roll-out of new applications;
* Setting up new users' accounts and profiles and dealing with password issues;
* Responding within agreed time limits to call-outs

I.T System Support Specialist| National Information & Communication Company (iGovTT), Lord Harris Courts, #52 Pembroke Street, Port-Of-Spain, Trinidad W.I

2012– 2013

Moderately complex technical support position that includes the operation, maintenance and installation of information systems hardware, software, applications and procedures. Duties also include the relocation and installation of hardware, workstation maintenance and software installations.

* The installation, configuration, upgrade, and ongoing usability of desktop computers, peripheral equipment and software.
* Worked with vendor support contacts to resolve technical problems with end user hardware and software.
* Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, application servers and administrative systems.
* Entry, update and follow up in IT support request/management system.
* Prep equipment as instructed by Systems Support Manager.
* Provided on-going support to all users of the information and telecommunication systems
* Provided basic training/support in accessing the network and use of various software applications.
* Responsible for ordering and maintaining any information systems related components as directed by Systems Support Manager.
* Support new computer hardware and software, and continued support of the existing hardware and software throughout the organization
* Work as a Team Player with co-workers and in conjunction with other departments.
* Configured and define parameters for installation or testing of local area network (LAN), wide area network (WAN), hubs, routers, switches, controllers, multiplexers, or related networking equipment.
* Identify the causes of networking problems, using diagnostic testing software and equipment.
* Install and configured wireless networking equipment, Install network software, including security or firewall software.
* Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, and appropriate software.
* Maintained record of daily data communication transactions, problems and remedial action taken, and installation activities.

Customer Service Representative | Telecommunications Services Of Trinidad & Tobago (tstt), Frederick Street, Port-Of-Spain Trinidad W.I

2006– 2007

Supported order processing needs of sales staff. Facilitated improved communication among departments. Temporarily assigned as customer service / sales representative for in direct cellular sales and service

* Managed large amounts of incoming calls
* Generated sales leads
* Identify and assess customers’ needs to achieve satisfaction
* Build sustainable relationships and trust with customer accounts through open and interactive communication
* Provided accurate, valid and complete information by using the right methods/tools
* Meet personal/customer service team sales targets and call handling quotas
* Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolutionKeep records of customer interactions, process customer accounts and file documents
* Follow communication procedures, guidelines and policies
* Take the extra mile to engage customers

**EDUCATION**

CompTIA Network+ Certification

BorderCom International, Mulchan Seuchan Road, Chaguanas, Trinidad W.I 2010

Bsc. Computer & Information Systems

School Of Accounting & Management (SAMs Caribbean), # 1 3 6 Mc Carthy Street,

Saint Augustine, Trinidad W.I 2008

Digital Imaging & Computer Graphic Design Certification

Academy Of Computer Graphic Design, Room #305 Centerpointe Mall, Ramsaran Street,Chaguanas, Trinidad W.I 2005

CompTIA A+ Certification

School Of Practical Accounting, # 2 Parker Street, Chaguanas, Trinidad W.I 2005

**SKILLS**

Customer Service Skills: - Computer support specialists must be patient and sympathetic. They must often help people who are frustrated with the software or hardware they are trying to use.

Listening Skills: - Support workers must be able to understand the problem that their customer is describing and know when to ask questions to clarify the situation.

Problem Solving Skills: - Support workers must identify both simple and complex computer problems, analyze them, and solve them.

Speaking Skills: - Support workers must describe the solution to a computer problem in a way that a non-technical person can understand.

Writing Skills: - Strong writing skills are useful for preparing instructions and email responses for employees and customers, as well as real-time web chat interactions.

**REFERENCES**

Mrs. Sherry Boodoo +1-868-398-1932

# 3 Mungal Trace,

Orange Field Road,

Chase Village,

Trinidad W.I

Mr. Nigel Morgan +1-868-495-3421

Address: Ahyee Flats, Lot # 11,

Diego Martin,

Trinidad W.I

Company: Rotoplastics Trinidad Ltd

Position: I.T Specialist

Mr. Devanand Soodeen +1-868-766-3476

Company: Jen-Mar Business Machines Ltd

Position: I.T Manager

Company Address# 32 Mc Donald Street,

Woodbrook, Port-of Spain,

Trinidad W.I.