

CHERIAN K.C

IT System Support

Sharjah, United Arab Emirates.PH:971-**-*****, Email:
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OBJECTIVE

Motivated IT System Support Professional seeks new position in dynamic, growth- oriented company focused cultivating exceptional customer experience and a positive work environment. With 10Year UAE experience handling networking concerns, implementing and support new software, hardware, and addressing user concerns, I bring attention to detail and a dedication to technical improvement to each job. Past achievements include IT Project New Hardware and software implementation and support in large facility, server Administration, Website management with Word Press tool, Security camera system, access control system and Basic Knowledge of Electronic systems

WORK EXPERIENCE

FEBRUARY 2015 - JULY 2018- IT COORDINATOR- IPROLIX LLC, DUBAI, UAE
Supervise team members and team procedures and processes. Maintaining IT systems including both hardware, networking and software.

Troubleshooting problems. Managing Exchange server. Creating user and Groups. Managing mailbox quota. Managing SQL Server and administrating backup and restore. Install and configure N/W switches and routers, configure local Area Network, printer sharing, Network printers. Managing DHCP and DNS Server Active Directory Services user and Group policy Services, Distributed File System (DFS), Active Directory Replication. Installing, configuring and supporting network equipment including routers, proxy servers, switches, WAN accelerators, DNS and DHCP.

Cross platform support of administration of windows installation and configuration, Antivirus install and support including MS Outlook, outlook express MS office and third-party applications. Install and manage network cabling, Trunking, patching and labeling Install and configure CCTV system, Door access control, Time attendance and Telephone system. Managing office administration and prepare Quotation, Invoice etc. OCTOBER 2009 - DECEMBER 2014- ICAPITAL LLC, ABUDHABI, UAE
POSITION: HOSPITAL IT P ROJECT IMPLEMENTATION TEAM LEADER. PROJECT: UAE MINISTRY OF HEALTH HOSPITALS & CLINICS IT PROJECT Clinical application support (Cerner) in Hospitals and PHC -with responsibility to support and to manage resolving issues from clinical software users, Responsibility Managing support delivery global floating team in hospitals and PHC's -Participate in the deployment and Go-Live of Hospital information systems and NW and HW infrastructure. Validate and test Cerner HIS configuration and customization, Maintaining change requests changes. - communicate with Hospitals/Clinics staff and Handhold them during the implementation and Go-lives. Provide technical assistance and support for incoming queries and issues related to computer systems, 2

software, and hardware.

Clinical application Interface with lab and Radiology devices. Terminal server configuration, reference range configuration in machine side and application side. User creation and give the privileges of each user. Installation and configuration of label printer. Wristband printer, barcode printers etc. Managing file server and give the access permission for various department users Managing DHCP and DNS Server Active Directory Services user and Group policy Services.

Troubleshooting Connectivity Issues and resolve Service Issues. Design and Implement authentication system for Computers in a wide

organization. Replacing faulty network hardware components when required. Procuring network equipment and managing subcontractors involved with network installation. Design and install well-functioning computer networks, connections and cabling. Trace cable /install cabling patching, Labeling.

NOVEMBER 2007 - AUGUST 2009 AL RAJHI PROJECTS& CONST. LLC, SHARJAH, UAE
IT SUPPORT ENGINEER

- Providing Technical services & support on all platforms of Hardware.
- Providing Desktop Support for users, Support user call and Update Service Desk support software.
- Install large number of PCs like image for hardware implementation.
- Client system Maintained with windows Operating system.
- Managing DHCP and DNS Server Active Directory Services user and Group policy Services.
- Troubleshooting Connectivity Issues and resolve Service Issues.
- Cross platform support of administration of windows installation and configuration including MS Outlo office and other third-party applications.
- Configure local Area Network, printer installation and configure, Desktop printers, Label Printers
- Provide end user training on applications, software usage and installation.
- Install and Maintenance CCTV System, Access control and Time attendance system.
- Install and configure office IT equipment's and maintain product support from vendor Education

JUNE 2009

B.S. INFORMATION TECHNOLOGY, CORLLINS UNIVERSITY

PROGRAM ENROLLED: BACHELOR OF SCIENCE GPA: 3.19

APRIL 1996

PRE-DEGREE COURSE MG UNIVERSITY KERALA INDIA

MARCH 1993

Secondary School Leaving Certificate- Kerala, India CERTIFICATION
/TRAINING

Microsoft certified Service Engineer-SITE POWER-SHARJAH-UAE - November 2008 Jetking Certified Hardware &Networking Professional. Mumbai, India- August 2006 Microsoft Certified Professional (MCP) April 2006 HIS Cerner Millennium Fundamentals Course- Cerner, Dubai, UAE November 2009 Cerner Millennium: Power Chart Ambulatory 2012.01WBT Web based January 2014 3

PERSONAL INFORMATION

- Date of Birth: 27-MARCH-1978
- Marital status: Married
- Nationality: Indian
- Total Exp: 10+
- Languages known: English, Hindi, Malayalam
- Driving License: UAE
- Visa Status: VISIT
- Present Address: SHARJAH, UAE
- Joining period: Immediate

DECLARATION

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars. Cherian K.C

MAJOR TOPICS OF CERTIFICATION

- 2274-Managing and Maintaining a Microsoft Windows Server Environment
- 2275-Maintaining a Microsoft Windows Server Environment. 2276-Implementing a Microsoft Windows Server Network Infrastructure.

- 2277-Implementing, Managing & Maintaining a MS Windows Server Network Infrastructure.

- 2278-Planning and Maintaining a Microsoft Window Server Network Infrastructure. 2279-Planning, Implementing and Maintaining a Microsoft Windows Server Active Directory Infrastructure.

2285-Installing Configuring and Administering Microsoft Windows XP Professional. KNOWLEDGE/SKILLS/ABILITIES.

Knowledge of Server administration/Data backup, scheduling backup Cross platform support of administration of windows installation and configuration including MS Outlook, MS office and other third-party applications Network, printer installation and configure, Desktop printers, Label Printers Wristband printers. Administration of Windows Server (2003, 2008, 2012, 2016, 2019) Infrastructure Services (DHCP, DNS, DFS etc.)

Virtualization (VMware, Hyper V)

Domain Environment (AD Infrastructure, Replication, GP Management)

Email Platforms for Business (Office 365, Exchange, Go daddy, Name cheap & other all platforms Etc.) Windows System Administrator supporting a large Enterprise. Knowledge of healthcare processes and work-flows.

Lab and Radiology device interfaced to the application. N/W

Troubleshooting/Network cabling, Patching and Labeling. Installing, configuring and supporting network equipment including routers, proxy servers, switches, WAN accelerators, DNS and DHCP.

Install large number of PCs like image for hardware implementation in large facility. Domain Hosting (cPanel/HostGator, Namecheap.com, Etc.)

Online Services & Support (Team Viewer, Any desk, Remote Desktop) IT Assets Management & Responsibility.

Domain Environment (AD Infra & GP Management)

Install and configure CCTV, Telephone system, Access control and attendance system. Web design using Word press tool.