**CRISPEN RODRIGUES**

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**Career Objective:**

Having previously worked as an Associate product support engineer and as an IT support engineer with a total IT experience of over two years, I am looking for a role in the IT industry where I can apply and improve the skills I have gained as part of my work experience, projects and academic qualifications and to be a vital part of an organization. 

**Professional Profile:**

* Developed business marketing strategies and enhanced client relationships.
* Worked well under pressure towards deadlines in a high stress environment under considerable time limit in a consistent and efficient manner.
* Excellent verbal and written communication skills, IT and presentation skills.
* IT skills include; working with windows OS 7-10, networking, LAN, WAN, Firewalls, Windows server 2012 R2, VPN, VMware, Web managed routers, Active directory service and maintenance, DNS, DHCP, FTP.
* CCNA certified and have a good knowledge on network and system administration.
* Strong knowledge and experience working with Microsoft office, excel, word, PowerPoint and outlook.
* Dynamic and performance oriented individual with strong negotiation and selling skills.
* Possess strong communication skills and a spirited, positive attitude towards dealing with challenges.



**Professional Experience:**

**Branch Manager, Writer Corporation Pvt. Ltd. (September 2016- September 2018)**

* Directed all operational aspects including distribution, customer service, human resources and administration in accordance with the company’s objectives with minimal supervision.
* Located areas of improvement and proposed corrective actions that meet challenges and leverage growth opportunities to senior management.
* Maintained agreements to terms of business with new clients.
* Had regular evaluation of the productivity and efficiency of team members by managing to established performance standards and objectives.
* Had operational reviews and conducted performance appraisals quarterly/ half yearly/ yearly and made recommendations to State Operation manager for wage increase and promotions to deserving team members.
* Delivered sales and margin growth within a business to business environment and generated new leads and opportunities.
* Ensured compliance with company, industry and safety policies and procedures.
* Performed monthly safety drills, safety inspection of the main cash vault and the entire branch.
* Supervised and trained employees on safety procedures.
* Maintained financial reports, weekly sales report, branch expenditure report, monthly inventory reports in full compliance with the company policies.
* As an immediate supervisor of team members, had weekly interactions with team members collectively and also individually.
* Met the existing clients on a monthly/ quarterly basis and surveyed them concerning our services and reviewed their feedback and followed up on positive and negative feedback immediately.
* Maintained good relationships with local government bodies and local police.
* Managed daily operations, especially customer service and finance activities, and made improvements as needed.
* Traced competitor activity and market conditions.
* Increased sales to meet the EBITDA margins and maximizing gross profit.
* Hiring of new staff and observing new hire orientation procedures.

**IT Support Engineer, Rustic Wizards (Dec. 2015- Sept. 2016)**

* Visited client locations and configured ADSL modems and WAN routers, switches, IP cameras and access points and wireless repeaters.
* Along with configuring also carried out maintenance checks, on-going routine checks on network and system hardware and completing research and staying current with the latest products and implementing them.
* Active Directory Service maintenance and configuration
* Configuration and Installation of new hardware
* DNS, DHCP, WINS,GPO, FTP and Files Sharing Services on Microsoft platform
* Active Directory Service maintenance and configuration
* Organized, installed and supported organizations’ computer systems, including Local Area Networks (LAN), Wide Area Networks (WAN), network segments, intranets and other data communication systems.
* Managing office networks, switches, routing, VPN, multilayer network.
* Installed and troubleshot different operating systems like windows 7, 8, XP Vista, 10 on desktops and laptops.
* Have also worked with windows server 2012 R2 and VPN in small private organizations.
* Troubleshooting network and server issues.
* Managed Network Printers (MFPs)
* liaising with third party vendors
* Managed IT Hardware/Software Asset Inventory
* Extended support for Smart Phone Users (Blackberry/Andriod).

**Associate Product Support Engineer, D-Link India pvt. Ltd. (July 2013- Sept. 2014)**

* Assisted customers configure or troubleshoot ADSL/ Wireless/ 3G routers/ Switches.
* Acquired good knowledge of DNS, TCP/IP, IP address, sub-netting and other networking concepts.
* Helped customers work though technical difficulties they faced with company products.
* Filled reports regarding product problems.
* Assisted in developing standards, guidelines procedures for network support.
* Possessed comprehensive knowledge about the hardware as well as software to come up with solutions for the troubleshooting problems.
* Developed a calm and patient attitude to listen to the problems, perform research in that direction to come up with significant solutions for the problems.

**Assistant Marketing Manager, Dream House Realtors (Jan 2011- July 2013)**

* Worked on different construction projects. Researched market trends, demographics, pricing strategies, and other relevant information that helps managers and directors develop marketing plans.
* Understood customer’s requirements and helped develop a pricing structure and various payment options.
* Reviewed company’s sales performance and aiming to meet or exceed targets.
* Worked under the direction of a marketing director to help reach the company's marketing goals and objectives
* Analyzed surveys, polls, and other market research to look for patterns and trends.
* Entered marketing data into spreadsheets and helps to create data and financial reports for marketing director.
* Helped to plan promotional events hosted by the company's marketing department.



**Education:**

* 2015: Completed M.B.A. program from Middlesex University, London, United Kingdom.
* 2011: Bachelor in Computer Applications from Garden City College, Bangalore, India.
* 2007: Higher Secondary School from Smt. Parvatibai Chowgule College, Goa, India.



**Certifications /Academic Projects:**

* Completed MSME certified **Digital Marketing** in July 2016 (Topics covered in detail: Website/ CMS/ Blogging/ Search Engine Optimization (SEO)/ Search Engine Marketing (SEM)/ Pay per Click (PPC)/ Social Media Marketing/ Web Analytics/ Email Campaign.
* Certified in **Google AdWords** after having completed individual assessments in:
* **Google Ads fundamentals** passed on 4th October 2018. Completion ID: 9981725
* **Google Ads search** passed on 14th October 2018. Completion ID: 21964598
* **Google analytics** passed on 8th March 2019. Currently pursuing the advanced course.
* Completed **MCSA training and certification** in IP gates, Panjim- Goa.
* Cisco Certified Network Associate Routing and Switching **(C.C.N.A.)** completed (Cisco ID number: CSCO12334324).
* Award in personal development in employability skills HABC Level 1 in **Heathrow Employment and skills Academy** which includes units in:
* Health and safety in the workplace HABC Level 1
* Self-management skills HABC Level 2
* Diploma in e-Finance (DEF) (E.Office+E-Finance).
* e-Office-Basis of IT and e-Commerce, MS-Windows, MS-Word, MS-Excel, MS-PowerPoint.
* E-Finance- Tally9, Advanced Excel, Access, Financial Management, Financial accounting using BUSY, Peach Tree.



**Activities and Achievements:**

* Social Activities:
* Worked for HelpAge India for the cause and concern of the elderly.
* Other Achievements:
* Answered the Elementary and Intermediate Art Exams and secured a B and C grade respectively in the 2012.
* Played football at school and college level.



**Personal Details:**

* Date of birth : 04th December 1989
* Nationality : Portuguese
* Languages : English, Hindi & Konkani

