Ajesh Janardanan

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***Desktop Engineer Network Engineer Tech Support IT Security***

***Objective:***

To apply my education and experience in the field of Information Technology and Information Security where I can contribute my talent and sincerity to challenging jobs, continuously upgrade and update my knowledge, and grow along with the organization.

***Summary:***

MICROSOFT CERTIFIED SYSTEMS ENGINEER (MCSE) / RED HAT CERTIFIED ENGINEER (RHCE) with more than 5 years of extensive network technical experience in the IT field, emphasizing network administration and PC support. Excellent problem solver with strong communication and interpersonal skills. Skilled in information systems management, analysis, troubleshooting, systems analysis, hardware and software installation, applications and program management, technical support and information security.

***Technical Expertise:***

* Hands on experience in Windows95/98(SE/ME)NT4(Server & WorkStation)/2K/2K3/XP(Home/Pro)/Vista/7/8/10/RHEL6.
* Knowledge of networking in Windows98/NT4/2K/2K3/XP/Vista/7/8/10/RHEL6.
* Knowledge of system integration (Desktops / Laptops), trouble shooting of systems (Desktops / Laptops), windows based networks and applications.
* Exposure on Penetration Testing / Ethical hacking methodologies

***Skills:***

* Accustomed to working in a fast-paced environment.
* Work well independently and as a team member.
* Interact well with customers, peers, superiors and subordinates.

***Professional Experience:***

ICT Desktop Engineer

Camden & Islington NHS Foundation Trust,

St. Pancras Hospital, 4 St. Pancras Way, 2017 - present

Kings Cross, London NW1 0PE.

*Provide 2nd and 3rd line IT support to all users over the telephone, email, remote and on-site (in person) to resolve IT issues.*

*Use of remote tools (RDP, SolarWinds-Dameware etc.) for support and software installations on desktops and laptops.*

*Assist users in access to, and use of, all relevant applications and utilize desktop hardware/software to its maximum.*

*Using ServiceNOW as the ticketing system to update the tickets that been passed over from Service Desk.*

*Follow the procedures as detailed for customer issue resolution / escalation.*

*Inform users about the potential or planned interruptions to IT services.*

*Undertake site surveys and recommend the best option for user requirements.*

*Administering Users, Computers, Printers, Security Groups etc. via the Active Directory (AD).*

*Administering User mailboxes, Shared mailboxes, distribution lists (DL's), mailbox permissions etc. via the Exchange Server.*

*Troubleshoot Active Sync issues with mobile devices.*

*Adding and managing users, administering groups (Office 365 Group, Security Group, Mail-Enabled Security Group and Distribution Lists), Roles (RBAC) and Resources via the Microsoft 365 Admin Center.*

*Managing User Mailboxes, User Groups (Distribution Lists), Contacts, Shared mailboxes via the Office 365 Exchange Admin Center.*

*Managing Users and Groups via Azure Active Directory (AAD).*

*Managing Sites via SharePoint Admin Center.*

*Managing Teams via the Microsoft Team Admin Center.*

*Configuring Skype For Business.*

*Checking Service Health, Message Center to see if all services are up and running and also running reports like usage reports etc. via the Microsoft 365 Admin Console.*

*Administration of DHCP Servers to check the IP lease and reservations for the devices and patching network ports.*

*Managing the printers and print jobs via the print server.*

*Managing users mobile devices (iPads, iPhones and Androids) using MobileIron MDM.*

*Install and commission new desktop hardware and software including network configuration.*

*Using the SCCM to image desktops and laptops.*

*Using the Mitel System for creating the deskphone extension numbers and call re-routings and forwards. And also for setting up the patient phones.*

*Work with other ICT staff, internal and external, and third party vendors on the implementation of ICT projects.*

*Scheduling site visits for the rollout of ICT equipment like Desktops, Laptops, Deskphones, Printers, Scanners, Mobile Devices (mobile phones, Androids, iPhones, iPads, tablets), A/V equipment’s etc.*

*Maintenance of IT asset inventories by updating any new installations, replacements, changes or removals in a timely manner.*

*Provide cover for other members of the Technical Support Team.*

*Provide the on-call for the out of hours support rota.*

S1 Engineer, IT Service Desk (Contract Role)

BT Plc., 3 Midland Way, Barlborough, 2017 - 2017

Chesterfield S43 4XA.

*Provide IT support for all the users over telephone, email and chat system (Skype for Business) to resolve issues where possible.*

*Assist users in access to, and use of, all relevant applications.*

*Follow the procedures as detailed for customer issue resolution / escalation.*

*Use of remote tools (RDP, Bomgar etc.) for support and installations on desktops and laptops.*

*Administering Users, Computers, Printers, Security Groups etc. via the active directory.*

*Trouble shooting, remote assisting for all the application issues like MS Office, Adobe, WebEx, Citrix, printing issues – network printers – Toshiba, email (Outlook) related issues, Symantec Endpoint Protection, including telephony issues – Cisco Systems.*

*Manage user mailboxes and distribution groups via the Exchange Console and also control the mailbox access on mobile phones via the Exchange ActiveSync.*

*Manage the Citrix users and user sessions via the Citrix Administrator Console.*

*Manage the software installations and management on desktops and laptops via the SCCM Console and pulling user and software inventory reports for the machines.*

*Manage the printers and print jobs via the print server.*

*Monitor network devices (router, switch and WAP – Wireless Access Points) alerts via Solar Winds and Cisco Prime.*

*Administration of DHCP Servers to check the IP address leases on machines and printers etc.*

*Administration of Cisco Unified Contact Center Express (UCCX) for checking the user call routing and hunt groups etc.*

*Experience in the ticket logging systems – BMC Remedy.*

Senior Technical Analyst

Allianz India, 2007 - 2017

Allianz Managed Operations and Services UK,

Technopark, Trivandrum, INDIA.

*Provide 1st and 2nd line IT support to all users (including VIP Users) over the telephone, email and chat system (Cisco Jabber/Microsoft OCS – Office Communications Server) to resolve IT issues where possible.*

*Assist users in access to, and use of, all relevant applications.*

*Follow the procedures as detailed for customer issue resolution / escalation.*

*Use of remote tools for support and installations on desktops, laptops - (Windows and Mac - used in design depts.), tough pads, tablet PC's (Dell, Panasonic etc.).*

*Administering Users, Computers, Printers, Security Groups etc. via the active directory.*

*Trouble shooting, remote assisting for all the application issues like MS Office, Adobe, Acturis, Salesforce, WebEx, Citrix, Office 365 etc., printing issues – network/standalone printers – HP, Canon, Lexmark, network issues, port security issues and email (Outlook) related issues, email vault issues – Symantec Enterprise Vault etc., including telephony issues – Avaya Systems.*

*Support of Home Workers and Motor Engineers having routers, modems and broadband connections.*

*User account administration on UNIX / Mainframe applications, NICE Systems, Ricoh and Konica Minolta MFD Printers.*

*Experience in using Cisco CUCM (Cisco Unified Communications Manager) for setting up the PIN for Cisco Phones and Cisco Jabber systems.*

*Machine and user login report generation via the SCCM console.*

*VMware machine support and administration via the vSphere Console.*

*Active Directory administration and Application Support. Server administration.*

*Software deployment using Altiris and SCCM (Remote installation of applications on systems and system rebuilds).*

*Experience in the ticket logging systems - Service Now and Peregrine Service Centre.*

*Content checking and virus software and spam emails.*

*Internet and intranet server support experience.*

*Blackberry, Windows phones troubleshooting.*

Technical / Network Support

Microland 2006 – 2007

Network Support Center, Bangalore.

*Give technical / network support for Belkin wired/wireless routers, switches,*

*hubs and wired/wireless network cards to US, Canadian and UK clients.*

*Trouble shooting of wired/wireless network products.*

*Help the customers with installation and support of routers, switches and hubs.*

*Knowledge of using Helpbase Pro CRM and AVAYA phones.*

*Updating of product knowledge on Belkin network products.*

Technical / Customer Support

CLIENT LOGIC CLI3L e-Services 2005 – 2006

Support Center, Bangalore.

*Give technical / customer support for Lexmark Printers to US and Canadian clients. Trouble shooting of printers (Installation and support).*

*Knowledge of using Siebel CRM v7.*

*Knowledge of using AVAYA Callmaster V phones.*

*Updating of product knowledge on Lexmark printers.*

Network Engineer / HelpDesk 1997 – 2005

JAVA SYSTEMS,

Computer Firm, Trivandrum.

*Provided desktop support for specialized hardware and software systems used in public libraries.*

*Built LAN servers and workstations.*

*Staffed newly formed Help Desk function to provide technical support assistance to computer users via telephone and e-mail.*

*Performed regular backup, maintenance, and archival of user data.*

*Trained users on shared server resources.*

*Configured network servers and trained local administrators on standard network server procedures, including virus protection and other security measures.*

Service Engineer 1996 - 1997

Yuko Systems,

Computer Firm, Trivandrum.

*Performed in-home setup of computer systems (PC's and laptops) and related equipments and maintenance on all types of computer equipments and printers.*

*Performed troubleshooting of computer systems and related equipments.*

*Performed in-home repair of computer systems and related equipments by removing and replacing components or reconfiguring and restoring systems.*

*Managed support system engineers performing on-site customer service and maintenance.*

*Performed hardware and software support and installations.*

*Participated in field installations, engineering and customer support.*

*Operated computer help desk assisting users with problems and solutions.*

*Knowledgeable in computer software, hardware and procedures.*

*Skilled at diagnosing and repairing personal computers and laptops.*

*Instructed users on the use of equipment, software, and manuals.*

*Setup computer systems and related equipment.*

*Replaced and upgraded motherboards, CD-ROMs, and hard drives.*

*Assisted in the installation, configuration, and management of a LAN.*

*Installed and upgraded computer and network components.*

***Education:***

Master in Computer Applications 2007

(National Institute of Engineering)

Graduate Diploma in Computer Applications 2001

(National Institute of Engineering)

Certificat de Français degré intermédiaire 1998

Certificat de Français degré élémentaire 1997

Alliance Française de Trivandrum

Bachelor of Science Madurai Kamaraj University 1992

Pre-Degree Course University of Kerala 1989

***Training and Certifications:***

Computer Software : DOS, dBASE, Data Entry Operation, Oracle v 7.1,

Unix & C, Lotus 1-2-3, Foxpro, AutoCAD,

MS Office 97/XP/2000, Windows 9x/ME/2000/XP.

Computer Hardware : Honors Diploma in computer hardware with networking,

Personality Development Course (part of the curriculum)

Microsoft Certification : MCP, MCSA, MCSA (Messaging), MCSE, MCTS

[https://mcp.microsoft.com/Anonymous//Transcript/Validate](https://mcp.microsoft.com/Anonymous/Transcript/Validate)

*MCSE Transcript ID : 667836 Access Code : 6794ajekev*

Red Hat Certification : RHCSA, RHCE

<https://www.redhat.com/wapps/training/certification/verify.html?certNumber=130-018-864>

EC-Council Certification : Certified Ethical Hacker ( CEH )

Computer Hacking Forensic Investigator ( CHFI )

BSI Certification : BS7799 ISO/IEC 27001:2005 ISMS Lead Auditor.

Exin ITIL® V3 Foundation IT Infrastructure Library ver.3 Foundation certified.

Professional Member British Computer Society (MBCS) : 990398973

Attended a workshop on free software “Migrating from Windows to Linux”.

♦ References furnished up on request ♦ Willing to relocate ♦