JEBIN A

IT Desktop Support

Dubai
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Mobile
+971581802708

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.
   o Installations and Maintenance of Operating Systems Windows XP(SP3) and Windows 7 and Application Softwares.
   o Setup and Maintenance the LAN. Network and Share printer installations.
   o Monitor Network & Infrastructure using HP monitoring tools.
   o SLA violation is critical, need to solve the issue by making proper follow ups. Basic Configuration of Router and Switches.
   o 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;
   o Diagnose and resolve technical hardware and software issues involving internet connectivity, email clients, IPTV, VOIP and more;
   o Research required information using available resources; Follow standard processes and procedures;
   o Identify and escalate priority issues per Client specifications; Redirect problems to appropriate resource;
   o 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
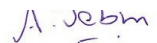
Passport No	:	M1734658
Date of Issue	:	01-09-2014
Date of Expiry	:	31-08-2024
Place of Issue	:	Madurai

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