SAHAD ASARIKANDY

IT Support & Systems Administrator

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SUMMARY

Tech-savvy IT Support and Systems Administrator with hands-on experience in cloud infrastructure management (AWS), end-user support, and network troubleshooting. Proficient in Python, Linux, SQL, and virtualization technologies. Skilled at diagnosing and resolving technical issues, configuring systems, and ensuring smooth business operations. A strong communicator, quick learner, and holder of a valid Bahrain driver's license. Ready to take on challenging roles in cloud operations, IT support, or network administration.

SKILLS

- Python, PowerShell, and Bash scripting
- HTML, CSS, and JavaScript
- Windows and Linux Server administration
- Microsoft 365 setup and management
- AWS cloud infrastructure
- Hyper-V virtualization
- TCP/IP networking fundamentals
- Firewall setup and configuration
- Troubleshooting and resolving hardware and software issues
- Customer support and technical assistance
- Time management and task prioritization

EXPERIENCE

IT Support & Sales Associate, Al Salam Travels   Bahrain

Jul 2023 — Current

- Delivered Tier 1 technical support for desktops, printers, and network connectivity issues.
- Installed, configured, and maintained operating systems and essential software across user machines.
- Installed and maintained CCTV systems, ensuring reliable video surveillance and remote access for security monitoring.
- Managed user accounts and group policies in Active Directory for access control and security.
- Assisted with backup and recovery operations for critical business applications and files
- Supported travel software and coordinated with vendors for system updates and bug fixes.
- Achieved monthly sales goals through effective client communication and upselling of travel packages.
- Provided technical training and support to staff on using IT systems, travel software, and security tools to improve daily operations.

PROJECTS

- **VoIP Server**: Deployed Asterisk-based VoIP on AWS using SIP trunks for internal calls.
- **VPN Server**: Configured OpenVPN on AWS for secure remote access.
- **Stock Trend Prediction App**: Built ML model with Keras and Streamlit for trend analysis on Colab.
- **Network Monitoring System**: Set up real-time monitoring with Prometheus and Grafana, including custom alerts.
- **Website Uptime Monitor**: Set up a monitoring tool using Python and cron to check website availability and send email alerts on downtime.

LANGUAGE

- English
- Hindi
- Malayalam
- Tamil

AWARDS

- Big Data Analytics & Cloud Computing
- Cross Platform Mobile App Development
- Microsoft Technical Associate: JavaScript Programming
- Handset Repair Engineering

REFERENCES

Reference available upon request

EXPERIENCE

IT Administrator, Cognitive-Solution   Mangaluru, India
Aug 2020 — Apr 2022

- Supported and maintained on-premise and cloud-based infrastructure, including AWS EC2 instances, S3 storage,and IAM roles.
- Deployed and managed Windows Server environments, including Active Directory, Group Policy Objects (GPOs),and user account provisioning.
- Provided daily help desk support for end-users across hardware, OS, software, email,and printer issues.
- Monitored and configured network devices, including switches, routers,and firewalls, ensuring secure and stable connectivity.
- Assisted in server patching, updates,and routine system maintenance tasks to ensure system reliability.
- Supported the setup of virtual machines and development environments using VirtualBox and AWS.
- Documented infrastructure changes, troubleshooting procedures, and user guides to improve IT service delivery.

EDUCATION

Bachelor of computer application   2019 — 2022
Yenepoya University, Mangaluru, India

- Specialization: Big Data Analytics & Cloud Computing
- Achieved a GPA of 3.2/4.0, reflecting consistent academic excellence.

High School Degree, Computer Science   2016 — 2019
GHS School, Kerala, India

- Specialization: Programming Languages
- Graduated with Honors,achieving a GPA of 3.5/4.0