KIRAN KR

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OBJECTIVE

To contribute to the development of a dynamic organization, and to enhance my technical and managerial skills while working towards achieving the goal of the organization.

PROFESSIONAL PROFILE

A shrewd professional with 8 years of UAE experience in the areas of Desktop Support and Network Engineer. An effective leader with strong communication, interpersonal, analytical and logical abilities.

HIGHLIGHTS OF IT SKILLS

- LAN/WAN/NOC Administration
- Project Management
- Workflow Planning
- Productivity Improvement
- Technical Support
- Systems Installation, Configuration & Upgrading
- Security Solutions
- Training & Mentoring

WORKING EXPERIENCE

Doubair General Trading.   *December 2013 – March 2015*
Dubai, UAE.

Designation: IT Manager.
Responsibilities:
- Plan, organize, direct, control and evaluate the operations of information systems and electronic data processing (EDP)
- Develop and implement policies and procedures for data processing and systems operations and development
- Troubleshoot hardware, software and network operating system
- Provide orientation to new users of existing technology
- Train staff about potential uses of existing technology & new and potential use
- Provide individual training and support on request & recommendations about accessing information and support
- Maintain current and accurate inventory of technology hardware, software and resources
- Troubleshoot all technology issues & make recommendations about purchase of technology resources.
- Research current and potential resources and services.
- Provide network access to all staff & Install work stations.
- Connect and set up hardware & load all required software with network accounts and passwords as required.
- Monitor security of all technology & Advise staff of security breach and/or change in password or security status.
- Identify and prepare hardware for disposal when appropriate.

- Ensure hardware is stripped and secured before disposal.
- Web hosting and cpanel managing.

Job Description:

- Advise staff of security breach and/or change in password or security status
- Maintaining a safe and secure work environment; developing personal growth opportunities.
- Maintains organization's effectiveness and efficiency by defining, delivering, and supporting strategic plans for implementing information technologies.
- Maintains quality service by establishing and enforcing organization standards.
- Maintain Web & Social media, as per company status and updates.

Al Naesar Trading Co. LLC   *Jun 2013 – December2014*
Dubai, UAE.

Designation: IT Engineer.
Responsibilities:
- 6 Month project for full IT setup implementation
- Implementation of IT setup for corporate office & branches
- Automate software application deployments
- Systems Administration Activities.
- Onsite support.

Job Description:
- New installation of servers & desktops
- Networking and security system implementation
- Software installation and customization by the support of software vendor
- Implementation for security cameras and access control
- Training for fast trouble shooting methods and network errors.

Faisal Jassim Trading Co. LLC   *February 2010 – April 2013*
Dubai, UAE.

Designation: IT administrator.
Responsibilities:
- Analyze and troubleshoot windows installers
- Automate software application deployments
- Deployment Activities.
- Systems Administration Activities.
- Onsite support.

Job Description:
- To provide 1st level / 2nd level support to end-users in troubleshooting and resolving of desktop PCs problems (Hardware, software and application) and related peripherals (Printer, scanner, PDA etc).
- To perform installation, setup, configuration, migration, upgrading and maintenance of desktop PC, OS, software and related peripherals.
- To be responsive and pro-active when handling of end-users' PC & Laptop problem and request.

Ajman Trading LLC   *April 2007 – March 2008*
Dubai, UAE.

  Designation: Desktop Technician.
  Responsibilities:
- System Administration
- Web Administrator
- Remote Support
- Desktop Support

  Job Description:
- To provide first line helpdesk support to workstations, assisting them with hardware and software problems via phone and email.
- Visit client sites to assist other technical staffs.
- Works with procurement staff to purchase hardware and software.
- Assesses functional needs to determine specifications for purchases.
- Works with vendor support contacts to resolve technical problems with desktop computing equipment and software.
- Assist in maintaining LAN/WAN records and, as appropriate, telephone systems.

IIC Web solutions Pvt Ltd   *March 2005 –March 2007*
Nila, Technopark, Thiruvananthapuram, Kerala, India.

  Designation: Desktop Service Support Executive.
  Responsibilities:
- Desktop Hardware Service
- Hardware up-gradation support
- Maintain telephone system
- To provide 1st line technical support; answering support queries via phone and email
- To log calls on the call logging system
- To support users remotely.
- To escalate more complex calls to the relevant IT Support member
- Support users in the use of computer equipment by providing necessary training and advice.
- Respond to enquiries from clients and help them resolve any hardware or software problems.

EDUCATION

Diploma in Electronics Engineering. (3 Years) 2005
Board of Technical Education, Govt. of Kerala

COMPUTER SKILLS

Diploma In Computer Hardware Maintenance & Networking (CHM) 2009
Board of Technical Education, Govt. of Kerala (80%)

Diploma in Computer Hardware & Networking 2007
Approved By Ministry of SSI Govt. of India. (A Grade)

Microsoft Certified Professional
Micro soft

Cisco Certified Network Associate
Cisc0

PACKAGES

- Operating Systems : Windows 9X/XP/2003/2008/Win 7, Mac, Ubuntu Linux
- Database : SQL SERVER 2000/2005
- Application Packages: Microsoft Office, Adobe Photoshop
- Inventory Package : Orion 10.6

TECHNICAL SKILLS

Diploma in Mobile Phone Technology 2007
Approved By Ministry of SSI Govt. of India. (A Grade)

PERSONAL PROFILE

Date of Birth	:	04th April 1987
Marital Status	:	Unmarried
Nationality	:	Indian
Passport No	:	F 6316731
Visa status	:	Employment – Transferable
Driving License	:	Valid Up to 2020
E-mail	:	kiranndd@gmail.com
Linguistic Proficiency	:	English, Malayalam and Hindi.
Reference	:	Available on request

Place: Sharjah **Kiran K R**