

CURRICULAM VITAE

NIVED DEEP

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JOB APPLY FOR: IT SUPPORT ENGINEER

OBJECTIVE

Intend to build a career with leading corporate of a multinational environment with committed and dedicated people, which will help me explore myself fully and realize my potential.

EXECUTIVE PROFILE

Highly talented Technical Support Professional with distinguished record of academic performance and professional achievements with over 5 years of experience in UAE / India. Vast exposure and experience in IT Infrastructure design, networks, implementation and troubleshooting. Highly adaptable; thrive on challenges and excel in new environments. Able to produce positive results independently and extremely self-motivated. Strategic and creative thinker recognized for exceptional work ethic, and commitment to organizational objectives; consistently seeks challenges both in personal and vocational pursuits.

PERSONAL PROFILE

- Highly - motivated, dedicated, and ambitious professional with a broad background in coordinating campaigns promoting business services and ensuring a high level of customer satisfaction.
- Successful in establishing an exceptional rapport with individuals on all level. Exceptional organizational and time management skills with attention to detail.
- Strong principles and practices of supervision.

ACADEMIC PROFILE:

- Advanced Hardware and Network Engineering
- B.Sc. Electronics (Board - Kannur University)
- **CBSE** (Board -Central Board of Secondary Education)

INTERNATIONAL CERTIFICATIONS:

- Microsoft Certified Solutions Expert [MCSE] 2016- Securing Windows Server 2016
- Microsoft Certified Solutions Expert [MCSE] 2012 - Server Infrastructure (Windows Server 2012)
- Computer Service Technician (CST) - CST certified by Electronics Technicians Association (ETA)

MICROSOFT TRANSCRIPT SHARING CODE:

URL : <https://mcp.microsoft.com/Anonymous//Transcript/Validate>
Transcript ID : 1136377
Access Code : MCSE2012

WORK EXPERIENCE

Abu Dhabi Airport Immigration

**(Emirates Computers LLC)
(Computer Support Engineer)**

FEB-2016 - To DATE

- Reporting directly to the Head of Airport Immigration and IT Manager.
- Perform installation support for all IT products.
- Manage server upon request from head office.
- Makes routine check-ups for PC based systems updates and preventive maintenance.
- Cooperates with Management in service implementation / delivery and problem escalation. Coordinated with the vendors.
- Provided necessary training and support to the users at the Airport Immigration.
- Responsible for all the devices which comes under Abu Dhabi Airport Immigration.
- Coordinates with necessary department about performance & database.
- Responded to queries and assisted in resolving routine problems (24/7).
- Supported users on hardware/operating software related issues. Provided recommendations related to hardware, software, network and peripherals.
- Installation and support for biometric systems (IRIS and Finger).
- Installation and support for E-Gate at airport.
- Installation and support for Passport Reader

Wipro Technologies
(IT Support Engineer)

SEP 2014 - NOV 2015
Bangalore, INDIA

- Installation, Configuration of Laptops.
- Installing and Administrating Network Printing
- Symantec client software installation and updating
- McAfee client software installation and updating
- SCCM client configuration.
- Configuring NAP client configuration
- Installation and configuration of various DATA cards
- Troubleshooting OS related issues
- Following ITIL process.
- Configuring and Troubleshooting Outlook Issues.
- Provide hardware / software / network problem diagnosis / resolution for end users
- Coordinate and manage relationships with vendors and support staff that provide hardware/ software / network problem resolution

SKILLS:

- Operating Systems : WindowsXP,MSDOS,Windows7,8.1,& 10
- Server OS : Windows Server 2008 R2, Windows Server 2012,2012 R2
- Virtualization : Knowledge in Hyper-V

ACADEMIC PROJECT:

- TOPIC : SMART CARD BUS FARE SYSTEM

STRENGTH

- Ability to adapt challenging situations and environments.
- Ability to interact and relate with a broad spectrum of people.
- Honest, Hard worker, fast learner, enthusiastic and team leader.
- Self-motivated, Eager in building team and doing team-work.
- Excellent command in written and spoken in more than three languages.

PERSONAL PROFILE

- Name : Nived Deep
- Date of Birth : 13-06-1992
- Sex : Male
- Marital Status : Married
- Nationality : Indian
- Languages : English, Hindi ,Malayalam and Tamil
- Passport Number : K9218205
- Visa Status : Employment

DECLARATION:

I hereby declare that all the information shared above is true to the best of my knowledge, and can be supported with appropriate documentary proofs, if required.

Nived Deep
Abu Dhabi.