

RINTO JOSE

System Engineer



Dubai



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To be part of an organization, where I can put in the best of my efforts by making use of my skills and competencies, thereby contributing to the growth of the organization and simultaneously upgrading my skills, knowledge and personality



Skills

- Server & System Administration
- Experience in Data Center Management
- Active Directory , DHCP, DNS, Group Policy and Secure Policy
- Firewall Management and configuration.
- Ability to configure VLAN, Routing ,switching
- Microsoft SQL Server 2008
- Virtualization (VMware)
- Implementing Cloud Solutions(AWS)



Work History

2019-03 - Current



IT Administrator

LEAMS Education, Dubai, UAE

- Resolved complaints and issues involving both guests and employees.
- Designed, planned, organized and directed orientation and training programs for employees or customers.
- Configured, tested and maintained network equipment to achieve
- Planned and implemented .upgrades to system hardware and software.
- Introduced infrastructure and management tools to create and manage virtual server computing environment.
- Resolved issues and escalated problems with knowledgeable support and quality service.

2017-02 - 2019-01

- Recommended network security standards and upgrades to management.
- Monitored network performance and provided network performance statistical reports for both real-time and historical measurements.

System Engineer

Sutherland Global Services

- Installing configuring and troubleshooting operating systems like Windows XP, 8 & 10.
- Remote client support using LogMeIn, VMWare and Windows Desktop Management.
- Troubleshooting the application installation and VPN.
- Installing and providing support on Windows 2008 Servers, Windows/XP/2008/7/8 platforms on various kinds of problems related to OS/Application. ThinClint using VDI
- Installing, configuring and troubleshooting mails application like, Outlook Express, MS outlook, 2013 and Office 365.
- Troubleshooting all types of hardware and software issues related Desktop, Thin Clint, Laptop and Printers, CCTV and Firewall management.
- Creating and managing user and computer accounts using Active Directory
- Migrated to Windows 2012 Server/Exchange 2013 Server, Distribution Lists and Security Groups to meet corporate need Maintaining Domain Controllers and File & Print Servers
- Vendor co-ordination & management, Managing Disk Quota
- Responsible for creating group policy and permission in Active directory

2014-11 - 2016-11

Network And System Engineer

Soften Technology

- Troubleshooting the application installation and VPN.
- Installing and providing support on Windows 2008 Servers, Windows/XP/2008/7/8 platforms on various kinds of problems related to OS/Application.
- ThinClint using VDI.
- Print Management - Installation and maintenance of printer & Scanner on Client/Server Environment as per client requirement including setup of online remote management console for managing the printers.
- Patch Management - install services packs and patch on in-scope infrastructure.
- Supporting users and network administrators over the phone and by

2010-03 - 2014-06

e-mail.

- Configuration and testing of any new hardware and software.
- Patch management (Discovering testing & Deployment).
- Video Conferencing and VOIP hardware support.
- Cctv installation.
- Configure and trouble shoot network related issues in routers, switches etc.
- Updating the antivirus and the other software's.



Education

• Bachelor of Technology (B.Tech): Computer Science
Calicut University - India

• Cisco Certified Network Associate (CCNA -Cisco ID: CSC012884116)
Microsoft Certified Solutions Associate (MCSA)
Cisco Certified Network Professional (CCNP)
Amazon Web Services(AWS)



Languages

• English, Malayalam, Hindi, Tamil.