AFSAL V N
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SUMMARY

- 5 Years' of overall experience in the fields of IT Retail operation, IT Operations Management and IT Infrastructure in UAE and India.
- Experience in working with programs for Retail operation, financial brokerage and Utility industries.
- Bachelors of Technology in Electronics and Communication Engineering.
- Certified in ITIL V4 Foundation in IT Service Management.
- Trained in ITIL V4 Foundation, CISCO R&S, Microsoft Windows Server 2012 R2.
- Exposure to IT Service management tool Ivanti LANDesk Ticketing tool, SAP Business one, AX - Dynamics retail and financial application, Human Capital Systems – HIVE, MY Hub, Microsoft Footfall application – Power Bi.
- Acknowledged for the outstanding quality of customer service with numerous personal recommendations from clients.
- Experience in windows operating systems, MAC OS and Microsoft office 365 applications.
- Experience in Active Directory: User account & Permission Management.

WORK EXPERIENCE

- ❖ **Intertec Systems L.L.C**
  Client: Majid Al Futtaim Ventures
  (Dec 2018 – Till Present)

   Job Role: IT Service Desk Engineer

- IT Technical support (Technical Assistance Center) to entities in Majid Al Futtaim Ventures – VOX Cinemas, Magic Planet & Ski Schools - Leisure and Entertainment, Majid Al Futtaim Fashion and Finance.
- Receive and record, classification & prioritization of technical and application support calls from end users and doing troubleshoot and resolve the Service Request & incident tickets and closing by first call resolution or if required providing more assistance assigning to next level concerned support teams for fulfillment / resolution respectively.
- Maintain overall ownership of user's issue & service ensuring that they receive resolution within a reasonable timeframe.

- Provide initial assessment of urgency and business impact on all support calls.
- Manage service requests, software installations, new computer / POS setups, patching installation.
- Logging Incident / Service Request tickets in Ivanti LANDesk ticketing tool from calls and emails.
- Provide enhancement request feedback to IT regarding technology environment and customer needs through the defined processes.
- Provide support to the following: Microsoft office 365, Windows OS 10, macOS 10.12 – 10.14, Laptops, Desktops, Network Printers, LAN /WAN Connectivity through Cisco any connect, configuring Global Protect VPN and Fortinet Client for end users, Cisco IP Phones – Cisco Desktop Agent login issues.
- On necessary circumstances escalate issues to next level technical support which includes infra, application and HC support teams.
- Quick support for all wireless handheld devices – iPads, iPhones, Samsung Tabs, Path finder devices in MAF retail stores.
- Support to users in case of issues with login through highly secured trend micro security.
- Active directory management for user accounts in account creation, extension, password reset and disabling.
- Remote support to user PC's/ Laptops / Printers / POS machines and associated accessories includes receipt printer, Cash drawer, PDT and barcode scanners.
- Remote support to applications – AX Dynamics retail and Finance application, KOFAX Agility, CRM – Enajm, Intellect, Power Bi, Wooqer, KDS, Lynda, Hive, My Hub.

❖ **Meilenstein Developments - Venture of AZIZI Investments (Jan 2018 –Oct 2018)**

مَيلنشتاين للتطوير العقاري
MEILENSTEIN
DEVELOPMENTS

Job Role: Technical Support Engineer

- On call remote and onsite Level 1 and Level 2 IT support for group of companies.
- Logging IT incidents from supermarket outlets and performs quick action on fixing incidents.
- Bitrix Software initial implementation support and training to Customer service agents in operation level.
- SAP Business one Quick Support.
- Monitoring and assigning IT Tickets using Zendesk ITSM tools.
- Frequent Monitoring of replication and integration status in Sales transaction flow and inventory from Stores -> Back Office -> Head Office.
- Troubleshoot and quick recovery action during integration failures.
- On necessary circumstances escalate issues to L2 support team by generating IT Tickets in CityXsys iVend Support.
- Installation and configuration of HP and Dell Servers, Windows Server 2016, Win 10 & MAC OS support, Sonicwall Firewall, Global Client VPN set-up, Aruba Access points & Yeastar IP PBX Telephone solution.
- Schedule Backup of SAP and iVend Servers and prepares reports for Level 3 Engineers.
- Asset Management of all IT equipment and prepares monthly Asset report for all subsidiary companies.

❖ **United Technologies L.L.C, DUBAI (Nov 2016 – Dec 2017)**

    Job Role: <u>Customer Service Desk Support</u>

- On call IT Service desk and onsite support for Clients over GCC.
- Served as Outsourced IT Support Engineer for **Sharjah Institute for Heritage** (SIH), **ICCROM-ATHAR Regional Conservation Centre** & **Bin-Dhaen Holding, Dubai.**
- Dealing with Application and Hardware support queries and issues reported to support desk.
- Audio – Visual devices setup and maintenance for student Auditorium and Conference hall.
- Technical Support for Cultural Events organized by Students and Scholars of Sharjah Heritage Department.
- Served as Procurement officer for clients: Purchase of IT equipment's as per request from Clients
- Office 365 Supporting: - Exchange, Skype for Business, Office and One Drive.
- OS and desktop support – Window 7 Professional and MAC OS X 10.8 to OS X 10.11 support.
- Developed organizational units in Active Directory (AD) and managed user security with group policies.
- Provided second level support for problems relating to Active Directory (Creation, Deletion, Permissions, and VPN Access.
- Maintained and managed Domain Name Service (DNS) for Active Directory (AD) enterprise
- Provisioning and Supporting MICROSOFT SERVICES (Exchange).
- Expertise in Active Directory and fundamental support in Microsoft Exchange 2013.

❖ **Saranga Geosoftwares, Cochin, India (April 2014 – Oct 2016)**

    Job Role: <u>Customer Support Engineer</u>

- Support is done by remotely through a live session in which we get the customer console and resolution of the issue is done while interacting with customer via phone or live session.
- Communicated with customers via email and phone for initial requirement capture.
- Ensure that supported customer accurately completes the approved work request with the date and time of submission.
- Install, upgrade, Support and troubleshoot windows 7.
- Escalate issues and involves experts wherever required to resolve technical issues.
- Communicated with customers via email and phone for initial requirement capture.
- Installation and Configuration of ROUTER and SWITCH.
- Implementation, Installation and Configuration of LAN, WAN and WLANs.
- Ensure consistent internet service for customers.

ACADEMIC CREDENTIALS:

- **B.TECH in Electronics & Communication Completed with First Class Degree from University of Calicut**
- **ITIL V4 Foundation Certificate in IT Service Management – Cert No: GR671101614AV**
- **Completed class room training in Cisco Routing and Switching**
- **Completed class room training in Microsoft Server 2012 R2 Administration**

Personal Details:

Nationality:	Indian
Visa Status:	Residency Visa (U.A.E)
Notice Period:	15 days
Marital Status:	Single
Date of Birth:	24-02-1992

Reference:

- ❖ **Mr. Hari Shankar - Technical Analyst in Technical Assistance Center at Majid Al Futtaim Ventures**
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- ❖ **Mr. Anish Nair – Senior Technical Support Engineer at Majid Al Futtaim Ventures**
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- ❖ **Mr. Manoj Ramachandran - IT Manager at AZIZI investments**
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- ❖ **Mr. Shabeer Ali – Automation Engineer at ENOC Retail Support**
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Declaration:

I hereby affirm the information in this document is accurate and true to the best of my knowledge.

09 – 01– 2020   **AFSAL V N**
Dubai