

DHANYA PRAKASH



PROFESSIONAL:

IT SUPPORT ENGINEER | IT SYSTEMS ENGINEER |
NETWORK AND SYSTEM ADMINISTRATOR |

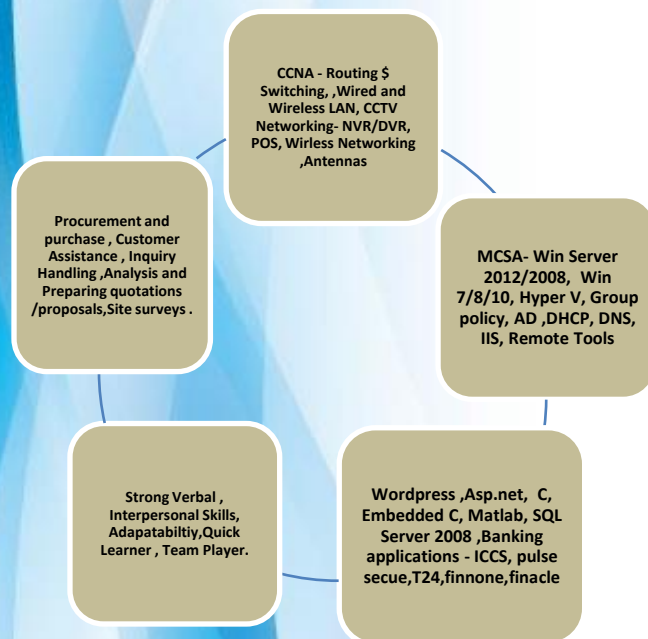
CONTACT NUMBER:
(+971)-522378601

EMAIL:

dhanya020@gmail.com

ADDRESS:

Valentine Flower Shop Building,
Al Khalidiya Street ,
AbuDhabi, UAE



DOB: June 2,
1989

Nationality :
Indian

Passport No: J352569
Expiry Date: 22/5/2021

Languages: English, Hindi,
Malayalam, Tamil,
Arabic(Beginner)

QR CODE:



EDUCATION AND CREDENTIAL

MTech - Electronics and Communication Engineering

- 7.79 CGPA

Lovely Professional University ,
Punjab, India(2011- 2013)

BE - Electronics and Communication Engineering

- 84 %

Anna University, Tamil Nadu
,India (2007- 2011)**CERTIFICATIONS AND TRAININGS**

MCSA -Windows Server 2012 ,
Microsoft ID: 12606052

CCNA-Routing & Switching,
Cisco ID: CSC012937526

ASP.Net from Lovely Centre for
Skill Development ,Punjab

IT skills Series (part III) from
Poorna School of IT, Trivandrum

Elementary Course on MS Office
from MIRA (CEP of C-DIT Govt of
Kerala)

Cyber ,Cyber + & Cyber ++
graduate certificate from cyber
computer proficiency
programme by ER & DCI
INTERPERSONAL AND OTHER SKILLS

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- Coordinate & Deliver Presentations, Seminars, Comparing Sessions of Stage events
 - Organizing Symposiums, Presentations, College Day Functions
 - Self Motivated, Quick Learner, Adaptability, Confidence , Team Player
 - Excellent Verbal , Interpersonal and Communication Skill
 - Won Top Scorer Award of College during BE-ECE
 - Won prizes for Elocution, Extempore, Debate, Mime, Music, Dance Competitions

CAREER OBJECTIVE

Seeking a **mid position** in a progressive organization, where my experience and skills will significantly contribute to the overall success of the organization and provide opportunities for my career growth. Moves towards **IT Engineer, System Administration, Project Management and Business Development Field.**

EMPLOYMENT EXPERIENCE

Elitser Recruitment Services, Dubai (Payroll) - September 2019 to Present
IT Support Engineer at Emirates NBD (ENBD) , Abu Dhabi

Job Responsibilities:

- Handled windows 10 migration and support for all ENBD and Emirates Islamic (EI) bank users in Abu Dhabi region.
- Conduct pre-assessment of the User PC's to check windows 10 compatibility, and take respective actions like RAM upgrade back up user data , outlook pst files using easy transfer.
- Application support : Finacle , finnone , ICCS , BPM CRM
- Assist the user to login after migration ,map the network shared drives, printers /scanners , pst files , install additional software's and banking applications.
- Make sure Pulse secure , Symantec Endpoint Protection , clear pass DLP are configured to fully protect IT environment.
- On-site and remote support using SCCM for incidents

IT Support Engineer at Abu Dhabi Islamic Bank (ADIB) , Abu Dhabi
(Outsourced by Tata Consultancy Services Ltd) - Aug 2019 to Sept 2019

Job Responsibilities:

- Handled windows 10 migration and support for ADIB users (in HQ and branches) in Abu Dhabi region.
- Ensure the user PC/Laptop comply with the upgrading criteria's and take assessment and back up of user data , outlook pst files , applications , additional software's , mapped shared drives and other details .
- Ensure the device is added to correct OU after migration and network ports are enabled .
- Assist the user to login after migration ,map the network shared drives, printers /scanners , pst files , install additional software's and banking applications.

End User Support Engineer at First Abu Dhabi Bank (FAB) , Abu Dhabi
(Outsourced by Wipro Technologies Ltd) - August 2018 to July 2019

Job Responsibilities:

- Provide L2 end user support - troubleshooting & resolving hardware and software issues on site as well as remotely using SCCM.
- Managing the tickets with help of HP ITSM tool and keep posting the activity status to track as per ITIL .
- Expertise in PC/ laptop imaging, domain joining, bit locker drive encryption for laptops using MBAM 1.0 and 2.5. and Symantec encryption .
- Configuration of network printers, ICCS scanner, printers , dual monitors and laptop docking system.
- Share folder access, drive mapping for users, critical data backup, data transfer, Manage local admin rights ,registry and services.
- Outlook configuration & troubleshooting, adding archived e-mail, .pst files, mailbox size increasing, creates rules for user, outlook slowness issue, archived e-mail issue and Symantec Enterprise Vault issues etc.
- Imprivata onesign authentication and access management service and Troubleshooting, Vasco token implementation for all users.
- Cisco any connect installation, configuration and troubleshooting, upgrading from version 4.3 to 4.5 and after support on all user PC's.
- Part of Operation Readiness Test (ORT) support for the applications for the end users during the testing phases during the merging process.
- Provide end user support to users during domain migration from previous domain (Fgb.ae and nbad.com) to bankfab.com



PROJECTS DONE

- INTRANET WEBSITE DEVELOPMENT : SSNMM Hospital Website Development
Working platform: Wordpress
- MTECH THESIS: Smart Antenna for Emergency Scenario
Working platform: Matlab
- BE PROJECT: V.A.P.S (Vehicle Accident Prevention System)
Working platform: Embedded C (on PIC 18F458)

Areed IT Services, Abu Dhabi

- September 2016 to July 2018

IT Systems Engineer cum Procurement**Job Responsibilities:**

- Installation, configuration and maintenance of the company's IT equipments, LAN/ Wireless network, and all hardware and software related issues.
- Provide L2 support - voice and chat support to internal/ external clients by processing emails, chats and logging calls,
- Server Management- Windows Server 2012 R2, Active Directory, Group Policy, DHCP, DNS.
- Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, outlook configuration.
- CCTV Networking and Configuration- NVR and DVR, conducting site surveys and preparing quotations.
- Knowledge of Time Attendance Solutions, Surveillance Systems and VMS software's, POS Terminals configuration.
- Procurement and Purchase - Establish and maintain a close working relationship different vendors and suppliers for IT Products.
- Ensure that all Purchase Orders (POs) are issued as per agreed Service level agreements in accordance to the company's policies and procedures.
- Taking forward all pre-sales activities such as demos, analyzing customer requirements and deliver technical presentation to clients.
- Preparation of Proposals/ Quotations of technical nature, cost /price spreadsheet and analysis, IT documentations (Attendance System, Website Documents, Networking Quotations)
- Wordpress Websites - Themes and Plugins Installation support
- Provide support to the marketing team regarding online marketing, Social Media Marketing.

SSN Medical Mission Hospital, India

- July 2015 to July 2016

Network and System Administrator**Job Responsibilities:**

- Installation/configuration, operation, and maintenance IT hardware and software and related infrastructure.
- Server Management- Windows Server 2012R2 /2008, Active Directory, Group Policy, DHCP, DNS, Hyper-V, IIS
- Database Management- SQL Server 2008, DB Backup and Restore
- Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media
- Development, Implementation and Maintenance of Hospital Intranet Website, Wordpress Developer.
- Documentation of all IT Products (Websites, Attendance System etc)
- Installing, Configuring and Troubleshooting MS Windows 10/8.1 /7/XP, wired LAN network in the Hospital.
- Interacting and coordinating with the Vendor Support Teams.
- Remote terminal support on users' workstation in solving problems.

Lovely professional University, India

- June 2013 to June 2014

Teaching Assistant**Job Responsibilities:**

- Handled IT Subjects for BTech students
- Assist and mentor students in Academic Projects, Presentations.
- Evaluate Student performance and take necessary actions.
- Conducting Practical Examinations and assigning marks.

DECLARATION

I hereby declare that all information given above is correct and true to the best of my knowledge.

Place : Abu Dhabi

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