



RAGESH I.V

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OBJECTIVE:

To have a significant impact in the Network and System administration technologies, through innovative ideas, technical skills and to associate with an organization that can provide the environment for growth and intellectual self-development.

PROFILE:

- **8 years** of experience in Network-Systems Administration
- Expertise in installation/ configuration/ maintenance of operating system and application software. Adept at troubleshooting for any hardware, software or network related problems.
- Strong organizational skills, ability to handle multiple tasks & thrive in a challenging, fast-paced environment.
- Ability to effectively contribute to the organizational goals while working independently with little direct supervision.
- Able to handle multiple assignments under pressure and consistently meet tight deadlines. Exceptional client handling and problem resolution abilities as well as superior customer service orientation.

CORE COMPETENCIES:

Installation / Configuration	Network Support / Trouble Shooting	System Administration
Complaint Handling & Resolution	Network Integration & Management	Client Relationship Management

Server OS : Microsoft Windows server 2003 / 2008 /2012/2016
Client OS : Microsoft Windows 10 /8 /7 / Vista / XP professional
Remote administration : Windows Terminal service, Team viewer, Ammy Admin, VNC
Security systems : Kaspersky, McAfee Enterprise AV, Symantec EP, Esetfilesecurity, nod32
Messaging System : Ms Exchange 2010, OFFICE 365
Firewalls : FortiGate, 200E
Documentation : MS Office, MS Visio, MS Project, Open Office..etc.

PROFESSIONAL EXPERIENCE: 8 year's

Employer : Worked as IT Support Eng. **SHOLA AMERICAN SCHOOL AJMAN**,

Duration 06/2018 -12/2019. Designation : **Sytem Administrator**.

Employer: Worked as IT Support engineer at **JAMJIX READYMIX .UAE**.

Duration 09/2017-06/2018

Designation : **IT Support Engineer**

Employer: Worked as IT Support engineer at **ATLAS COMPUTER, Muscat, Sultanate of Oman** |Duration: 07/2013 -05/2017

Designation: **IT Support Engineer**

Employer : Worked as IT Support Eng:**INFOTECH ,ERNAKULAM ,INDIA**

|Duration: 08/2008 – 03/2010

Designation: **Infrastructure Engineer**

Employer: **METS ENGINEERING COLLEGE , MALA, - India** | Duration: 07/2011 – 09/2012

Designation: **System Administrator.**

TECHNICAL SKILLS:

- Providing Onsite & Remote Support of Clients Issues.
- Managed CCTV service environment.
- Familiar with office 365, Install, configure and maintain outlook system.
- Handled Biometric system. ZKTeco.
- Handled NAS storage system (QNAP)
- Handled Dlink voip systems.
- Handled Windows Client-Server Environment.
- Managed HP Aruba wi-fi network system.
- Experience with Windows Server 2008R2, 2012 R2, 2016 Server, Windows 7, Windows 8, windows 10.
- Supported ERP.
- Managed Users & Computers on Active Directory Domain Services environment.
- Managed Windows server with the roles of File Server Service & Print Server Service.
- Supported PA Systems (QSC Network)
- Handled Projector Environment. NEC, Epson
- Work experience with Window Update Server Service & Migration.
- Managed Antispam Systems - Symantec Cloud Security, Acronis Backup.
- Manage Engine Desktop Central, Manage Engine Application Manager, Manage Engine AD Manager.
- Familiar with Symantec Backup Exec
- Supported IT Procurement Department Exposure to HP servers, IBM x3650 and Dell servers - Power Edge R740 ,1950/2950/SC-420
- Exposure to HP dc7600,DELL optiplex,7050/7060/3050/3060/170/320/gx60,ACER Aspire – Enterprise Desktops
- Exposure to D-LINK,3com,BELKIN,CISCO,NETGEAR,I-BALL,DELL,HP – switches & routers
- Deployment of Enterprise antivirus solutions of Trend micro and Kaspersky

Major Projects Works;

- ❖ Onsite IT Consultant Support Engineer Oman Arab Bank (Oman)
- ❖ Support Engineer – Oman Design.(Oman)
- ❖ Support Engineer-Bahwan IT(Oman)

- Remote Infrastructure Management
- Mentoring new joiners
- Handled 3 Member's Team
- Implementation, Administration and Maintenance of Windows Server 2003 R2 STD /Windows Server 2008 R2 STD/Centos 6.1 Network Environment
- Implementation, Administration and Maintenance of Windows Active Directory Services
- Configuration of Active Directory Sites, configuring and troubleshooting Site Replication
- Configuring and troubleshooting Group Policy Objects
- Implementation and Administration of DNS, DHCP,IIS ,FTP, VPN,
- Storage Management, Disaster Recovery, Maintenance & Testing.
- Planning and Documenting Hardware configuration and Network Design.
- Experience in Enterprise level antivirus products installation and configuration.
- Install, configure and maintain hardware and software of Watch guard firewall.

- Deployed updates, service packs and hot fixes using Windows Update, Automatic Updates, and Group policies.
- User rights and permission, disabling and enabling accounts, file and folder permissions and configuring security templates as per need.

ACADEMIC QUALIFICATION:

Master of Business Administration(2013)
Sikkim Manipal University. Kerala.

Bachelor of Commerce(2005)
St. Theresa's College ,Mala Kerala

PROFESSIONAL TRAINING:

- MCSE(Microsoft Certified System Engineer)
- CCNA (CISCO Certified Network Associate) Routing & Switching - Course Completed
- MCITP (Microsoft Certified IT Professional) Server Administrator
- MCSA 2012 Server

TECHNICAL QUALIFICATION:

Diploma of Computer Hardware &Networking Engineering
Luna Institute of Technology,IrinjalakudaN.C.V.T

LINGUISTIC PROFICIENCY

	Read	Write	Speak
Malayalam	✓	✓	✓
English	✓	✓	✓
Hindi	✓	✓	✓

PERONAL INFORMATIONS:

Full Name : RAGESH I.V
 Permanent Address : I veettil House, Puthenchirap.o :
 Age &Date of Birth : 19th April 1984kl
 Sex : Male
 Marital Status : Married.
 Nationality : Indian.
Alternate E-Mail : **ragesh.iv@hotmail.com**
 Current Location : UAE.

DECLARATION:

I do here by declare that all the statements made above are true and perfect to the best of my knowledge and belief.

RAGESH .I .V