



NIJIL KOOKKIRI
Dubai-UAE
Email: nijilshaalu@gmail.com
Mobile: +971 555490637



Objective

Seeking a challenging and responsible job in an organization that could utilize my Skills and Provide opportunities for growth along with the organization.



Professional Experience

System and Network Administrator –Jacky’s Group of Companies (Jacky’s Electronics LLC Jacky’s Retail, Jacky’s Business Solutions, Cutting Edge Solutions) Dubai-UAE

October 2017 – December 2019(2 Years 2 months)

Reporting To: Chief Operating Officer

Company Profile: - Jacky’s is An Electronics Retail Business Organization, The Group’s Primary Strengths Lie In Retail (Electronics, IT, Home Appliances, Mobile Phones And Photographic Products) Jacky’s Retail is operating Samsung brand shops in U.A.E Jacky’s Business Solutions (Distribution& Solution Selling Home Appliances, Large Format Digital Printing Equipment, 3D Printers, Banking Products, Visitor Management Solutions, Office Automation And FMCG Products).

Functional responsibilities;

- Installing, troubleshooting and maintaining all systems and networks devices for Samsung brand showrooms all over the UAE.
- Administering, configuring and supporting SAP Business one, Citrix Xen App, Oracle, Gold Mine and Quote works application.
- Installing and administering the Windows Servers including DNS, DHCP and print, Linux Server and the O.S SUSE Enterprise 12, Firewall (Sonic Wall)
- Installing, Administering and monitoring SAP HANA, SQL, Oracle and Windows server backup to NAS and CCTV, Access control for the group.
- Co-ordinate with the Vendors for timely maintenance, follow up with the repairing for devices under the warranty and ensure agreed check lists are being followed.
- Administering and Installing the Office 365 and desktop application for more than 250 users (MS share point, Team, Power point, One Drive).

IT Technical Support Engineer (Assistant IT Manager) - Ramla Group Jebel Ali- Dubai.

December 2011 - October 2017 (5 Years 10 Months)

Reporting To: IT Manager

Company Profile: - Ramla group is one of the reputed organizations among the retail business organization which has wide range of business activities including FMCG, Trading, Catering, Camp management, and Consumer Electronics. Company consists of about 500 Staffs in UAE.

Functional responsibilities;

- Troubleshoot & resolve issues related to Microsoft Windows client operating systems, XP, Windows 7, Windows 8 and windows 10, Windows servers 2008&R2 , 2012&R2 and 2016.
- Handling Patch management for Windows Server.
- Administering and supporting Microsoft Exchange server 2013.
- Active Directory Management (New user creation, policy updation and enable/disable accounts and policies.)
- Manage and configure Retail ERP software's SAP Business One 9.2, SMB POS, SYBASE, JAVELIN and GRAVITY for the group.
- **Manage and support all branches POS Counters (40 POS counters).**
- **Monitoring the NAS backup, CCTV storage, Active directory and SQL backup.**
- Providing 1st/2nd line support to users.
- Assist and manage retail software Migration in 4 branches.
- Reporting directly to the IT manager and collaborating closely with other IT team members.

Desktop and Application Support Engineer - | Wipro InfoTech-Mysore, India

Feb 2011 - Oct 2011 (9 Months)

Reporting To: Team Leader

Company Profile: - Wipro is a global **information** technology (IT), consulting and business process service provider.

Functional responsibilities;

- Provide telephone end user support based on the IT helpdesk service calls and record on the ticket portal.
- Escalate calls to different teams for high level support.
- Installation of different Application software's as per end user request.
- Installation of different Application software's as per end user request.

Hardware and Networking Engineer - Compunet Systems Kannur, Kerala, India

Jan 2010 - Jan 2011

Reporting To: Managing Director

- Handling AMC for Gov. Offices and colleges.
- Handled CCTV Projects.
- Installing, configuring & managing Windows client and Server OS.



Key Skills

System and Network Administration | Active Directory | VMware vSphere | **CCNA**-(Cisco Switches 3750, 3560, 2960) | MCSE | ERP management |



Educational Credentials

- Bachelor's Degree, B. Sc Computer Science (2006 – 2009) - University of Kannur, Kerala.
- CCNA- Cisco ID NO: CSC013441506



Technical Skills

SAP Business One | Citrix Xen App | Windows Server Administration | Firewall Administration | SAN and NAS server | POS devices- HP, RIO, POSIFLEX, E-POS, PEGASUS, EBN | Microsoft Office 2016 & 365 Pro Plus.



Personal Details

Date of Birth:	02-04-1989
Marital Status:	Single
Nationality:	Indian
Languages Known:	English, Malayalam, Hindi
Passport Details:	T8488259
Driving License:	Valid UAE Driving License
Visa Status:	Visit Visa Valid up to 10/04/2020



References

LinkedIn Profile: www.linkedin.com/in/nijil-kookkiri-8828b742

References available upon request

Declaration

I, hereby declare that all the details furnished above are true to the best of my knowledge.

Place: Dubai

Date :

NIJIL KOOKKIRI