

CURRICULUM VITAE

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CAREER OBJECTIVE

To work Challenging responsibilities in a personal environment to utilize my analytical, problem-solving skills, experience and technical knowledge for the mutual growth of the company and me.

PROFESSIONAL STRENGTH

Talented, qualified and experienced professionals having excellent knowledge in the IT field. Experienced over 10 years under a various company which suits the handling of various Job responsibilities in the concerned field.

PROFESSIONAL EXPERIENCE

CLEVE LAND CLINIC -ABUDHABI

(MAY 2015 to present)

IT SUPPORT ENGINEER (Raqmiyat LLC)

- Provide 24x7 level-2 onsite support to all IT related incidents and problems and requests. Extended supported to patient care clinical IT devices.
- Resolves service requests and incidents received via the IBM Tivoli ticketing tool.
- Hands-on experience in responding to the end-user's telephone calls and emails for their request.
- Demonstrated ability to diagnose and fix problems of OS and software related issues.
- Handle daily technical support activities on desktop computers, network devices, Printers and server management.
- Manage to set up and deploy new employee's standard hardware, images and software's.
- Provide full support for desktop, laptop, smartphone, telecom, network, and video conferencing system.
- Working knowledge of VM ware infrastructure and supporting users for virtual desktop issues.
- Experience in troubleshooting VOCERA communication device.
- Install and configure MDM (Mass 360) application in the user's smartphones and iPads.
- Install and configure a set-top box (STB) and an interactive patient care system (IPCS) for the patient.
- Provide support for projectors and WebEx sessions in meeting rooms.
- Configure and deploying Cisco wired and wireless phones.
- Experience in Imprivata user single sign-on portal
- Provide support for Apple devices (iPhone, Mac book. iPad).
- Install and deploy new devices like NUC, Embedded touch PC, Tiny PC, Biometric access machine, Barcode scanners, Label printers.
- VPN installation and configure in user personal laptops.

CMS INFO SYSTEM PVT.LTD - INDIA

(OCT 2011 to FEB 2014)

IT SUPPORT ENGINEER

- Solve the ticket raised by the user in the Help desk ticketing tool.
- Hardware and software troubleshooting of laptops, desktops and other computer peripherals.
- Create, Change and delete user accounts per request in Active directory.
- Experience in installing, configuring, maintaining and troubleshooting on Windows operating systems XP, Win7, Win8, and Win10.
- Install various applications and antivirus installation and updating.
- Install and configure a network printer, scanner, and other hardware devices.
- Experience to install, configure and troubleshoot in MS-Outlook.
- Remotely managing satellite branches using remote desktop and Team viewer.
- Backup and restore servers and mails data.
- Structured cabling and cable crimping and patching.
- Maintaining documents for work report daily basis.

BUTLER TECHNICAL SERVICE PVT.LTD – INDIA

(JUNE 2011 to OCT 2011)

NETWORK SUPPORT TRAINEE

- Monitoring the network connectivity of client office depot.
- General troubleshooting of network problems.
- Configure and troubleshooting VLANs in a switch network.
- Perform troubleshooting end to end between the two sites.
- Resolve difficult and persistent technical issues.

HCL INFO SYSTEM PVT. LTD. - INDIA

(SEP 2009 to OCT 2010)

DESKTOP SUPPORT ENGINEER

- Provide hardware, software and network support to 800 plus users.
- Repair, assemble and maintain multiple computers including peripheral devices.
- Install and configure Windows operating systems
- Install and update Antivirus and other official software.
- Network cable crimping and patching.
- Install, configure and repair printers and scanners
- Provide support for email related issues.

BSOFT NETWORK SOLUTION PVT LTD.-INDIA

(AUG 2007 to SEP 2009)

HARDWARE AND NETWORK TECHNICIAN

- Install computer hardware and software on desktops to keep versions current.
- Offering technical support on-site or via phone or email.
- Troubleshooting different types of computer issues.
- Install and configure Modems.
- Troubleshoot network related issues for computers, Printers and phones.

ACHIEVEMENTS

- Team excellence award at Cleveland Clinic Abu Dhabi -2016.
- Team excellence award at Cleveland Clinic Abu Dhabi- 2018.

CERTIFICATIONS

- Cisco certified network associate (CCNA) Cisco ID: CSCO 12661675
- Microsoft certificate system engineer (MCSE) Microsoft ID: 6282506

EDUCATIONAL QUALIFICATIONS

- Bachelor of computer application (Annamalai University- India) 2012-2014
- Diploma in electronics engineering (Board of technical education –India) 2003-2005
- Diploma in computer hardware and networking maintenance (LBS –Govt.of Kerala – India) 2006

PERSONAL INFORMATION

Date of birth :17-MAY-1987

Nationality : Indian

Marital Status : Married

Passport Number : T2633193

Visa Status : Residential Visa

Driving Licence : Valid UAE &Indian

Language Known : English, Malayalam, Hindi, Tamil

DECLARATION

I hereby declared that the statement furnished above are true in my knowledge and belief and appointed I will work sincerely for the progress of your esteemed organization.

Rakesh Kizhakkeveed