RAMANADH M P
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Microsoft
C E R T I F I E D
Solutions Associate
Windows Server 2012

ITIL®4
FOUNDATION

OBJECTIVE

As a professional having work experience in IT industry, I am seeking a technically challenging position with an established firm which will be rewarding, providing a highly motivated, progressive, friendly environment that allows to pursuit the career development which expands my knowledge and skills.

PROFESSIONAL EXPERIENCE

Payroll	Global Technology services LLC (GTS) Dubai
Period of Working	From 23rd Dec 2018
Position	IT Support Engineer

Responsibilities: -

➢ Supporting for **Emirates National Oil Company (enoc)** as IT Support Engineer

➢ Providing 1st / 2nd and 3rd line support service that ensures all IT equipment and infrastructure is running to its optimum performance and that all departmental KPIs and SLAs are met.

➢ Troubleshoot hardware and software problems in person and remotely, resolving and documenting solutions.

➢ Worked in Active Directory user ID creation, OU, Deletion, Revoking, Resetting password

➢ Deep knowledge on BMC remedy ITSM Tool.

➢ Configure and support users for O365 (including SharePoint, Skype for Business and OneDrive)

➢ Maintain Active Directory and the integration network resources.

➢ Knowledge on Microsoft office 365 Exchange Admin Center

➢ Knowledge on Skype for Business server user management services

➢ Support and optimize Desktop peripherals, Video conferencing and MDM mobile setup

➢ Knowledge on Microsoft bit locker administration and management service

➢ Maintain documentation of technical detail relating to Desktop equipment and software, including Asset tracking

➢ Competent at using MS Office software – O365, Excel, Word, and Skype for business

➢ Strong knowledge of Dell/Microsoft desktop technology and Microsoft software applications

➢ Provide oversight and support of resolving issues escalated from the Off-Shore team and Provide guidance or take over issue if required to support employees in a timely manner.

Payroll	HCL Technologies Ltd, Bengaluru, India
Period of Working	From 11th July 2016 to 20th June 2018
Position	SENIOR IT SUPPORT ENGINEER

Responsibilities: -

- ➢ Providing Remote, Chat, Mail and Call support to Domestic and US Customers.
- ➢ Handling escalation Issues and tickets as Remote support engineer.
- ➢ Experience as a technical support Engineer, Desktop Support Engineer, IT Help Desk Technician
- ➢ Installed, configured and managed various operating systems like Linux, Windows and Mac
- ➢ Software deployment and software advertisement management through SCCM
- ➢ Resolving tickets within the SLA which is raised from End user side
- ➢ Bit locker Hard disk encryption providing for all Laptop users by using Checkpoint.
- ➢ Installations of Drivers, Antivirus, software's packages & Windows patch updates.
- ➢ Configuring MS Outlook and Creating PST files, Creating Rules, troubleshooting PST.
- ➢ McAfee Antivirus e Policy Orchestration Management.
- ➢ Configuring and Troubleshooting LAN, WIFI and coordinating with Network team.
- ➢ Installation, Configuration and Administration of VPN clients like Cisco any connect.
- ➢ Worked in Active Directory user ID creation, OU, Deletion, Revoking, Resetting password.
- ➢ Co-desk ID creation and Access giving as per user request.
- ➢ Working on approved call tickets for Creation of Distribution List, Security Groups, Boss Access, share point Access, Sprint Access, VPN access, in the Directory Server and other important calls related to IT Department.
- ➢ Managing Printer server and Installing & Configuring Network and Standalone Printers and IP phones.
- ➢ Provide oversight and support of resolving issues escalated from the Off-Shore team and Provide guidance or take over issue if required to support employees in a timely manner.

Payroll	Precision Tech serve Pvt Ltd, Bengaluru, India
Period of Working	From 2nd February 2015 to April-15-2016
Position	ASSOCIATE IT Support Engineer

Responsibilities: -

- ➢ Extensive experience in the implementation, administration and configuration of SCCM Enterprise environment.
- ➢ Handling escalation mails and tickets as Remote support engineer.
- ➢ Security administration for AD, including Group Policy, user account creation and archival, managing access controls, and domain structure configuration.
- ➢ Analyzing, troubleshooting and resolving system hardware, software and networking issues.
- ➢ Resolving tickets within the SLA which is raised from End User side.
- ➢ Installed, configured and managed various operating systems like Windows XP/Win7/Win8 and Mac
- ➢ Installation and administration of Microsoft Office products.
- ➢ Configuring MS Outlook and Creating PST files and troubleshooting PST.
- ➢ Installing, Maintaining and Troubleshooting McAfee Antivirus Server and Antivirus Clients.

Payroll	HCL Infosystems Ltd, Cochin, India
Period of Working	From 6th June 2013 to 13TH Oct 2014
Position	ASSOCIATE IT SUPPORT ENGINEER (Field Support)

Responsibilities: -

- ➢ Provide onsite support for Different Nationalized Banks in India and MDCB co-operate Bank Malappuram Head Office and 45 Branches Employees.
- ➢ Dealing with customers to take AMC's with different Nationalized Banks all over Kerala.
- ➢ Introducing to the customer about new products made by HCL Infosystems.
- ➢ Resolving tickets with in the SLA which is raised from End User side.
- ➢ Configuring and Troubleshooting LAN, WIFI and coordinating with Network team.
- ➢ Managing Printer server and Installing & Configuring Network and Standalone Printers
- ➢ Analyzing, troubleshooting and resolving system hardware, software and networking issues.
- ➢ Installed, configured and managed various operating systems and applications on Windows XP/Win7/Win8 and Mac.

IT. PROFICIENCY

- ➢ Installing and configuration Desktops and Servers

- ➢ Remote Desktop Administration.

- ➢ Configuring, Installing and Troubleshooting Printers (Local and N/W).

- ➢ Configuration of DNS, DHCP, FTP

- ➢ McAfee antivirus e-policy orchestration management

- ➢ Planning and implementing Active directory infrastructure

- ➢ File sharing and security access management in Windows XP/7/8/10.

ACADEMIC PROFILE

Exams Passed	Board/University
BCA	MADURAI KAMARAJ UNIVERSITY
DIPLOMA IN ELECTRONICS ENGINEERING	TECHINICAL EDUCATION KERALA
PLUS TWO	GENERAL EDUCATION DEPARTMENT KERALA
SSLC	GENERAL EDUCATION DEPARTMENT KERALA

PROFESSIONAL CERTIFICATION

→ Microsoft Certified Systems Administrator (**MCID:** 16123692)
→ ITIL 4 ® Foundation Certificate in IT Service Management (GR671101642RM)

PERSONALDETAILS

Passport No   : L6993655
Visa type   : **Employment Visa**
Date of Issue   : 07/02/2014
Date of Expiry   : 06/02/2024
Date of Birth   : 24th August 1992
Nationality   : Indian
Gender   : Male
Father's Name   : Sethumadhavan
Driving License : 53/2722/2014(M/C, LMV) (Indian)
Marital Status   : Single
Languages known :English, Malayalam, Tamil and Hindi.

DECLARATION

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Place: Dubai
Date: 07-01-2020   Ramanadh M P