Curriculum Vitae

JAYAKRISHNAN T V

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CAREER OBJECTIVE

Desktop Support / Server / Network Engineer Having 4 years of professional experience and skills in a well-established organization. To contribute to the growth of the organization by applying my skills and improving upon it, thus effecting a comprehensive development of my personal capacities along with that of the organization

EXPERIENCE

Desktop Support Engineer
Elitser Technologies LLC
PROJECT- EMIRATES NBD BANK on Windows Migration
Sept 1, 2019 - Present

- Working for windows Migration Project in UAE as Desktop Support Engineer at **Emirates NBD Bank**.
- Performing Migration from Windows 7 to 10, Taking Backup and Restore in Windows Easy Transfer.
- Supporting End users for installing printers, scanners, Wacom Tablet Disk cleanups and hardware driver upgrades.
- Worked in Active Directory users and Computers for user and PC movement also to apply Policy for users.
- Troubleshooting DNS host entries, DHCP reservations
- Modifying & maintaining Share Folder NTFS permissions
- Planning, Implementing, Administration of Users, Computers, Groups, OU strategies, Create and Manage computer accounts, Mail Box, Manage user profiles
- Creating, Configuring, Managing and troubleshooting Group Policy objects
- Configuration and maintenance of Wi-Fi (D-Link)
- Network printers and scanners (Canon 3300 & Kyocera task Alfa 3010i) installation and troubleshooting.
- Remote support for all business applications through internet and LAN (SCCM remote)
- Having good knowledge about Symantac antivirus client installation and troubleshooting
- Installed, Configured & Managed Domain Controller (Windows Server 2008, 2012R2) Active Directory, Additional Domain Controller.
- Planned and implemented Active Directory administration (user creation, group management, group policy).
- Delivered services on all current platforms: Windows Server 2008, Server 2012R2 and Windows 10.
- Lead the acquisition, installation, and maintenance of the organization's LAN hardware and software, along with the development, repair, and upgrade of PCs, laptops, tablets, handheld devices, office equipment.

Network engineer
Feb, 2018 –April, 2019
Computer mart, Kannur, India

- Configured and installed routers, switches and wireless controllers.
- Managed switches, routers, firewalls and server equipment.
- Diagnosed network problems involving a combination of Hardware, Software, communication issues.
- Performing design and management of inventory records of all the IT equipment's including Servers and Client machines.
- Installation, Monitoring, Trouble shooting of CCTV Cameras & Configuring of DVR and NVR machines.

- Lead the acquisition, installation, and maintenance of the organization's LAN hardware and software, along with the development, repair, and upgrade of PCs, laptops, tablets, handheld devices, office equipment.
- Monitored and checked networks, workstations, operating systems, and software applications to ensure their proper functioning, as well as hardware and software were patched and updated.
- Performed troubleshooting of software, hardware & network failures, identified root causes & resolved it in a timely & accurate manner.

E-Pub Developer/System Support
June, 2015 –Dec, 2017
Transcend Creative Service Pvt Ltd, Bangalore, India

- Worked on interactive E-pub samples and live production based on the latest web standards including HTML 5. Worked in XML, DTD, Schema and CSS.
- Experience in designing Cascading Style Sheets for various Electronic Publications based on HTML.
- Performed troubleshooting of software, hardware & network failures, identified root causes & resolved it in a timely & accurate manner.
- Responded to the employee complaints and provide technical assistance in troubleshooting errors, System restoring and malfunctioning.
- Install, maintain and provide user support for software applications.
- Install and maintain data communication hardware and software and support users.

Projects
1. **E-Pub Development and XML**
   Client: Peter Lang
   Worked on E-pub and XML live production with the editorial companies based in Bern, Berlin, Brussels, Oxford and New York. Updated existing CSS to meet the client requirements.
2. **Static Website**
   Client: Ivar
   A static website contains web pages with fixed content. Each page is coded in HTML and displays the same information to every visitor. Used JavaScript, bootstrap, JQuery as plug-in.

ACADEMIC QUALIFICATIONS

- **Master of Computer Applications**
  NCM, Coimbatore, Tamil Nadu
- **Bachelor of Computer Applications**
  Morazha Co-op Arts and Science College, Kannur, Kerala

PROFESSIONAL QUALIFICATIONS

- **CCNA Certified [CISCO id: CSCO13461858]**
- **MCSA Certified [MCid : 17347634 Certification No: H135-3104]**
- NAVISION
- WEB DEVELOPMENT

TECHNICAL SKILLS

OPERATING ENVIRONMENTS
- **Client** - Comfortable in Windows XP, Windows 7, Windows 8, Windows 10 and Linux (Ubuntu).
- **Server** - Windows Server 2008 to Windows Server 2016 and Exchange Server.

HARDWARE
- Installation and configuration of Operating Systems (Windows and Linux).
- **Assembling** of computers, **Troubleshooting** and **Rectifying** the Systems and Network Problems.
- Installing and configuring the peripherals, drivers, software and application to customer standards.
- Familiar with configuration of **printers**, **scanners**, and **networking devices**.
- Excellent troubleshooting skills in complex **software** and **hardware** problems.
- Provide **data security** and **data recovery**.

- Knowledge in **VMware** Client and basic knowledge in Server Infrastructure.
- Configure and troubleshooting systems remotely using **SCCM Remote**.

NETWORKING
- Configuration and maintenance of networking in small, medium and large office environment.
- Static Routing, Routing protocols **RIP, EIGRP, OSPF** and Routed protocol **TCP/IPIPv4, IPv6**.
- Imple6ent Network Security, **NAT, PAT**and**Access Control List**.
- **VLAN, INTER VLANRouting, ACL**and **Trunking**.
- **Routers:** Cisco 1800, 2620, 2621**Switches:** Catalyst 2950, 3550, 3560.
- Strong knowledge in **OUTLOOK and AWS Cloud Services.**

SERVER - MICROSOFT
- Deploying and Maintaining **Active Directory Service**,**Group Policy** in Windows 2008 and 2016 Servers.
- Configure and maintain**DHCP Server**, **DNS Server**in Windows 2008 and 2016 Server.
- Configure and maintain policies for objects in Active Directory.
- Configuring and troubleshooting of **Web server (IIS)**and **Exchange Server**.
- Configuring and maintenance of**Microsoft Outlook, Admin Center**.
- Installing configuring administrating software applications.

WEB DESIGNING
- Keeping abreast of relevant new techniques in design software, media & photography.
- Excellent Skills in **SEO**, **W3C Validation**, **Code validation, Java scripts** etc.
- Good knowledge and Experience in **Web Hosting,Domain Registration**and **Domain Transfer**.
- Skilled in database Management using **SQL**.
- Software – **Visual Studio, Dream Viewer, Notepad++.**

OFFICE TOOLS
- Excellent in MS Office Package.
- Using a variety of software packages, such as Microsoft Word, Outlook, PowerPoint, Excel, Access, etc. to produce correspondence and documents and maintain presentations, records, spreadsheets and databases.
- Photocopying and printing various documents, sometimes on behalf of other colleagues.
- Software -**Microsoft Office2003/2007/2010/2013, ORACLE Open Office org**.

LANGUAGES KNOWN

Read &Write: English, Hindi, Malayalam
Speak:English, Hindi (Basic), Tamil (Basic) & Malayalam (Native)

PERSONAL PROFIL

Age and Date of Birth   : 28yrs.08February 19
Nationality   : Indian
Visa status   : Company Visa
Passport no   : N2761534

DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge and belief.I can serve according to the organization's expectations and assure on as independent workmanship in concern if a favourable opportunity is offered.

Place: Yours Sincerely
Date: Jayakrishnan T V