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**Vaishakh k p**

Door#316, Building#86

Street#3, Discovery Garden

JabelAli, Dubai-UAE

**Mob:** **+971-564594085**

* vaishakhchandran

**E-Mail:** [vaishakhchandran@hotmail.com](mailto:vaishakhchandran@hotmail.com),vaishakhkankol@gmail.com

**SUMMARY**



Customer-focused Systems Analyst - Desktop Support Technician with 10+ years of experience in a variety of computer operating systems, servers, applications, hardware and end-user support. Critical thinker with a passion for information technology, learning new skills and solving complex problems to exceed performance standards.



**SKILLS**

Microsoft Office, Windows XP, Windows 7, Windows 8, Windows 10, Server 2008,2012, Troubleshooting, Printers, Hardware, LAN, CCTV, SAN, RAID, Cisco Routers, Active Directory, DHCP, DNS, VPN, Outlook O365 and MAC.

**EMPLOYMENT SCAN**



***Since May 2017 – October 2019: Arvind Lifestyle apparel manufacturing PLC (& PVH Arvind Manufacturing PLC.), Ethiopia, IT support Engineer [Senior Executive]***

**Accountabilities:**

* Configured, troubleshot, and maintained Windows 2008 and 2012 Servers.
* Managed servers, workstations, computers, laptops, printers, routers, switches and existing network applications.
* Managed and created Active Directory accounts, network shares, and printing services.
* Responded to requests for technical assistance in person, via phone, and remotely for the following technologies: Windows and Mac OS based end points (Laptops, Desktops & Thin Clients), Tablets & Smartphones (IOS & Android), and Microsoft Office.
* Creating and managing mailboxes in O365 server.
* Supporting 5 locations (Arvind Envisol Limited) end users through remote access tools such as VNC, AnyDesk, TeamViewer etc.
* Managing and maintaining Symantec (SEP) Antivirus.
* Monitoring system performance and troubleshooting issues.
* Ensuring security and efficiency of IT infrastructure.
* Develop expertise to train staff on new technologies.
* Ensure security through access controls, backups and firewalls.
* Build an internal wiki with technical documentation, manuals and IT policies.

**Project Undertaken:**

* Large LAN cabling project Arvind Lifestyle Apparel (ALAM) and PVH Arvind (PVHAM) PLC.
* Implementation and installation of Server (HPE DL380 Gen9), SAN storage), Aruba Controller (ARUBA 7030 64 AP) and FortiGate Firewall (FortiGate 300D)
* CCTV deployment projects at PVHAM and Arvind lifestyle apparel (ALAM) PLC.
* Aruba Access Point deployment projects at Arvind lifestyle Manufacturing PLC.
* HRMS application implementation for PVHAM.
* Installation and configuration of video conference system Cisco Webex codec plus

***Since June 2010 – April2017: Arvind Limited, Bengaluru, India***

***Desktop Support Engineer [Information system officer]***

**Accountabilities:**

* Reduced new user machine setup time by over 75% by introducing Symantec Ghost.
* Administering local and Network printer.
* Coordinating with vendors in case of any escalations.
* Providing remote technical support for the users through VNC and remote desktop.
* Installing and configuring security tools and system software’s.
* Applying operating system updates, patches and configuration changes
* Maintain all the IT related assets at the site, tagging the same.
* Works with other IT team members regarding new branch builds and upgrades

***Nov 2008 – May 2010: HCL Infosystems, Bangalore***

***As Resident Engineer (FM Engineer)***



**Accountabilities:**

* Mail Configuration in Microsoft Outlook, live mail, Outlook express and lotus notes.
* Managing Client Windows systems
* Troubleshooting various Hardware issues of Workstations and Servers (HCL, HP, DELL, etc).
* Installing and configuring multi boot systems.
* Antivirus installation to all desktops and laptops.
* Installing software compatible with windows.
* Installing and Administrating Network Printing.
* Computer assembling and servicing.
* Applying operating system updates, patches and configuration changes
* Installing, configuring & Troubleshooting Applications.
* Providing Support for MS Application, Non – Ms Application.



**PROFESSIONAL ENHANCEMENTS**

* Microsoft Certified Technology Specialist(MCTS) (**MC ID-8980805**)
* CCNA (Routing & Switching) (**ID-CSCO13553137**)
* Diploma in PC Hardware and Networking.



**EDUCATIONAL QUALIFICATION**

* Diploma in Electronics from Board of Technical Education Kerala (2006).
* Plus2 Board of Secondary Education Madhya Bharat Gwalior (M.P.)
* THSLC in Board of Technical Education Kerala (March 2003).



**PERSONAL**

Date of Birth : **5th April 1988**

Gender : **Male**

Address : **Valiyachal, Kankol (P.O), Payyanur (Via), Kannur (Dist)**

**Kerala, India 670307**.

Language known : **English, Hindi, Malayalam, Kannada and Tamil**

Passport Number : **P8832916**

Date of Issue : **19-04-2017**

Date of Expiry : **18-04-2027**

**Visa Status : Visit**

**Visa duration : 3months (Till 20/03/2020)**



**DECLERATION**

I hereby declare that the above written particulars are true to the best of my knowledge and belief.



Date:

Place:

(**Vaishakh K P**)