|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Ravi PrakashC:\Users\Ravi.Prakash\Desktop\RAVI PERSONAL\CV\Pass Pic_1.jpgraviprakashaksh@gmail.com+971 543058860[www.linkedin.com/in/raviprakash0103](http://www.linkedin.com/in/raviprakash0103)  |  | | --- | | Objective *A result-oriented professional* with 8+ yrs. With Middle East experience in:  *Server Administration, System Administration, Networking, Troubleshooting, Technical Support, Training & Development.*  Seeking to leverage my technical and professional expertise to grow in the new role where I can showcase my skills and fruitful for the employer. | | Skills  * Abilities in setting up & managing local area networks. * Exposure in managing projects on installation, maintenance, IT infrastructure development and technical support * An effective communicator with excellent analytical, problem-solving and interpersonal skill * Windows Server 2016, 2012 R2, 2008 R2, * Windows 10, 8, 7 * Office 365 administration * Active Directory * DHCP * Project Management * File Server Backup Implementation * Security Implementation | | |  | | --- | | ExperienceIT Officerkier dubai l.l.c., dubaiOctober 2016 – Till DateResponsibilities  * Managing File server and print server. * Managing Backup of File Server * Managing LAN/WAN. * Managing FortiGate 101E * CCTV Configuration (PTZ/Bullet) wired or wireless. * Responsible to respond phone/Email from users facing IT Issues * Technical support to all raised IT queries * Providing Remote technical support for user who is on remote site. * Troubleshoots hardware/software problems and system failures. * Resolves request/Incident within the SLA as per the Ticket logged/email or phone call. * Responsible for user management in active directory * Managing OU, Groups Management, * Responsible for user e-mail creation and user management on Office365.com * User management on Citrix server. * Responsible for user management in SAP for Lock, unlock Account, Reset Password * Installing/managing the Antivirus and making sure the user machine and network is virus free. * Responsible for routine monitoring of Kaspersky antivirus for end user and server. * Managing Fixed services e.g. Telecom/Internet accounts (DU & Etisalat). * Responsible for complete IT Asset management.  Computer EngineerMercury Engineering, abu dhabiJuly, 2010 – January, 2016 Single Point of contact for level 1 & Level 2 category calls :  Project Handled - Onsite/Remote   * Bourouge-3, Abu Dhabi * Abu Dhabi Islamic Bank HQ, Abu Dhabi * NBAD Datacenter, Abu Dhabi * Ambulatory Health & Clinic, AL AIN * Habshan 5, Abu Dhabi * Barwa Al-Baraha workers Accommodation, Qatar * Workers Hospital, Qatar * Barwa Commercial Avenue, Qatar * South Side Utility Tunnel, Qatar * Synohydro (Lusail City Project), Qatar * Museum of Islamic Art, Qatar * Four Season Hotel, Bahrain Bay, Bahrain * Arcapita Bank Head Quarter, Bahrain * Oman Botanical Garden, Oman  C:\Users\Ravi.Prakash\Desktop\CV\HCL.pngData Center Operation EngineerHCL Info Systems Ltd., NoidaMarch, 2010 – July, 2010C:\Users\Ravi.Prakash\Desktop\CV\170c706[1].pngDesktop EngineerAI Web Care Technologies Pvt. Ltd., New DelhiJuly, 2008 – January, 2010 | | Certification / Education 2018 Microsoft Certified Solutions Associate – Windows Server 2012  2018 Microsoft Certified Professional  2008 MCA from Indira Gandhi National Open University, New Delhi  2006 BCA from Indira Gandhi National Open University, New Delhi  2000 Intermediate from D.A.V College, Siwan. B.I.E.C., Patna  1998 High School from Govt. High School, B.S.E.B., Patna  **Professional Course:**  E-Commerce from Advance Training System, New Delhi | | Personal Information Date of Birth: 1st March 1984  Languages Known: English and Hindi  Location Preference: UAE  Nationality: Indian  Marital Status: Married  Driving License: 3452274 (DUBAI)  Number of Dependents: 2  Passport Details: L8322904 | |