**Praveen Jacob**



**Contact Information**

Mobile: 00971 55 425 9852

Email: [praveen.jacob@yahoo.com](mailto:praveen.jacob@yahoo.com)

Valid UAE License

# Career Objective:

To secure a promising career in **IT NETWORK AND SYSTEM ADMINISTRATION** that provides opportunity to apply and enhance my current skills, acquire new skills, and thereby be an asset to the organization and achieve professional growth. I am willing to learn lifelong and am eager for a senior challenge where I can bring immediate and strategic value and develop current skill further.

# Educational Qualifications:

* **DOEACC ‘A’ LEVEL, Advanced Post Graduate Diploma in Computer Applications** from Amrita Institute of Computer Technology, India.
* **Bachelor of Science** in Physics from Kerala University, India.

# IT Certifications

* Cisco Certified Network Associate (CCNA 2010)
* LINUX - Red Hat Certified Engineer (111-170-213)
* LINUX - Red Hat Certified System Administrator (111-170-213)

# Technical Expertise:

* Configuration and maintenance of Cisco Meraki Switches.
* Designing, implementing and supporting networks in LAN and WAN.
* Cisco Routers & Switches configurations & Maintenance.
* Developing network infrastructure technologies like NIS, DNS, FTP, SSH and SMTP.
* Managing TCP/ IP allocation and ensuring minimal downtime of machines.
* Knowledge of various protocols like EIGRP, OSPF, TCP/IP, VLAN, VTP.
* Troubleshooting the network issues and response problems.

# Professional Experience:

**Crowne Plaza and Staybridge Suites Yas Island, Abu Dhabi, InterContinental Hotels Group. Nov 2018 – Present**

**Designation:** **IT Coordinator**

# Job Profile

* Maintenance and configuration of Cisco Meraki and Catalyst 2960 series switches.
* Provide required training to all level of users
* Introduce new applications, provide user tips, alert users about system bugs.
* Verify backup functions are performed on scheduled basis and recover upon request.
* Preventive maintenance of equipment and installed software, ensuring compliance with licensing regulations.
* Responsible for administrating Micros Symphony in 5 Outlets including menu maintenance,

KOT printers and employee maintenance.

* Installation and troubleshooting of applications such as Sun Vision, Infor, Opera, Civilsoft, Orchid, Vingcard Vision, QMS, Res Pak and FMC.
* Schedule and monitor Periodic updates for all server & operating systems.

**Crowne Plaza Dubai, InterContinental Hotels Group (IHG) Jan 2018 – Oct 2018**

**Designation:** **IT Coordinator**

# Job Profile

* Monitor all edge and core switches performance, ensuring efficient functioning.
* Responsible for managing and administrating the local Network infrastructure along with troubleshooting of all network issues and requirements.
* Maintaining all Servers hardware & Software in optimum condition.
* Ensuring reliable data backup and emergency recovery operations to maintain data security.
* Responsible for administrating Micros Symphony in 13 Outlets including menu maintenance,

KOT printers and employee maintenance.

**Crowne Plaza Dubai, Intercontinental Hotel Group (IHG) Sep 2015 – Dec 2017**

**Designation:** **IT Technician**

# Job Profile

* Troubleshooting of Internet Wi-Fi connections in guest rooms and public areas
* Responsible for troubleshooting and configuring the AVAYA PABX assuring that it’s working properly and without any faults.
* AV support for events including laptops, projectors and screens
* AV support on sound systems
* Maintenance of Room key card system

**City Soft Solutions, Kerala, India Feb 2010 - July 2015**

**Designation: Partner**

# Job Profile

* Providing internet services and hardware support.
* Internet browsing services.
* Accessories sale such as modem, printer, speakers.
* Sale of RAM, desktops and laptops.

**Computer Engineers & Systems, Kerala, India Aug 2007 - Aug 2009**

**Designation: IT Desktop support technician**

# Job Profile

* Installed and maintained network availability, performance monitoring and notification system.
* Installed, configured and supported inter-office network.
* Responsible for testing and documenting system behavior, performance, and security.
* Responsible for supporting LAN technologies, internet, intranet, and Ethernet systems.
* Configures a machine as a router creating hostnames and host file and adding addresses.

# Academic Projects

**Online Airline Reservation System**

Development Platform: Windows 2000

Language: Java, Java servlet

Project Characteristics:Project was done as a part of DOEACC 'A' Level curriculum. This project makes the reservation process online that includes enquiry, reservation, cancellation, confirmation etc.

# Personal Profile

Marital Status: Married Visa Status: Valid Employment Visa

Nationality: Indian Languages Known: English, Hindi & Malayalam