

SUNDARRAJ

Mobile: +971553078443

E-Mail: varkalasundar@gmail.com



Profile Summary

To work in a progressive and challenging environment, which provides ample responsibility for enhancing and using my creative, technical and professional skills towards the fulfilment of my personal goals and towards the larger goal of the organization I am working for. Seeking a growth-oriented profession in information technology, where I can utilize my technical background for the benefit of the organization.

Professional strengths

In-depth knowledge of Desktop Support, Server support, Hardware and Software support. Possess excellent verbal and written communication skills

Possess good organizational and management skills Ability to handle multiple tasks and work under pressure

Academic Details

- B. Com : Bachelor of Commerce, University of Kerala, India.
- DCHMN : Diploma in Computer Hardware Maintenance and Networking
- DCFA : Diploma in Computerized Financial Accounting
- D-ACAD : Diploma in Auto Cad
- DCA : Diploma in Computer Applications
- MCSA : (Course completed)

Work Experience

🚩 **IT Support Engineer, WIPAQ.** Dubai, June 2015 – April 2017

Roles & Responsibilities

- IT Support Engineer
- Installing desktop/laptop hardware, and software upgrades.
- Installation and configuration of VM ware
- Troubleshooting hardware, software, and networking devices across Windows and mobile operating system.
- Face-to-face and remote support across desktops, peripherals, telecommunications, fax, recording solution, voice mail, call monitoring, apps, network and internal systems.
- Performing administration functions to various systems, including; Active Directory, Email, etc
- Working with vendors to coordinate onsite and support for remote offices.

🚩 **IT Support Engineer, ACE TELECOM.** Dubai, May 2011 – May 2015

Roles & Responsibilities

- LAN designing and cabling.
- Firewall and Router support.
- Bio-metric Devices and CCTV management.
- Maintains the high energy level of self and keep up end user satisfaction by resolving their issues up to expected level
- Installation & Configuration of server, Operating Systems, laptops, Printers, routers, pabx, access point, fax, fax serve, voicemail, sip phones, conference phones ,recording solutions, call logging software's, outlook, mobile outlook, antiviruses, vpn, access point, WIFI, routers etc
- Install and customize desktops and laptops
- Troubleshoot miscellaneous IT Operations issues
- Assist the team while working on Information Technology infrastructure

🚩 **System admin, UNION BEVERAGES FACTORY.** Dubai, Dec 2008 – Apr 2011

Roles & Responsibilities

- Install, configure, and troubleshoot computers, Printers and Scanners Environment.
- Maintain standard practices and policies for LAN/WAN environment.
- Configure, troubleshoot, and resolved network access issues.
- Document network problems and resolutions.
- Troubleshoot connectivity issues and implemented solutions to correct
- Install and configure peripheral devices, Pc's and software as required.
- Setup and installed hardware, software, patches, printers, and operating systems
- Recorded and updated database containing hardware configuration information.
- CCTV Monitoring.
- MS outlook configuration, Outlook backup& restore and troubleshooting.
- Configuring network services DNS& DHCP.
- Installation and Troubleshooting of PC's, Routers, Firewalls and peripherals like Network printers.
- Maintain system backups and disaster recovery preparation.
- Recommend software and hardware solutions comprising of upgrades.
- Manage entire purchase of inventory related to hardware, software and IT supplies.

TECHNICAL KNOWLEDGE

- ✓ Printers, Scanners, Fax and FaxServer.
- ✓ Router, switch, Wi-Fi access point and modem
- ✓ Windows server, operating system and Ms office
- ✓ Active directory and group policy
- ✓ VM ware installation and configuration
- ✓ Networking, Lan, wan, vpn and dhcp.
- ✓ Pabx, voicemail, sip phones, conference phones, call logging and recording.
- ✓ Firewall and antiviruses
- ✓ Networking and cabling.
- ✓ Cctv, access control, id card printers, and signature pad
- ✓ Hardware, system backup and restore
- ✓ Isp connections (du and Etisalat)
- ✓ Outlook configuration and mobile configuration

PERSONAL DETAILS

Date of Birth : 30-05-1985
Gender : Male
Nationality : Indian
Visa Status : Visit visa(valid till 12-11-2017)
Marital Status : Married
Languages known : English, Malayalam, Tamil & Hindi
Driving License : UAE-Automatic (valid till 27-July-2020)
Reference : Upon request

DECLARATION

All above mentioned details are true and correct to the best of my knowledge and belief.

Thanking you in advance, and looking forward to hearing from you soon about a suitable vacancy in your esteemed organization.

Yours Sincerely

Sundarraaj. R