

NIBIL NAZAR

IT SUPPORT ENGINEER / NETWORK ADMINISTRATOR.



CONTACT

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CAREER OBJECTIVE

To Take up a challenging position in a professional organization where in I can contribute to the successful growth of the organization by utilizing the technical skill, knowledge and expertise whatever I have gained from my 5 years' of experience in the Information Technologies Field.

EDUCATIONAL QUALIFICATION

- ◆ MBA IT - Sikkim Manipal University india.
- ◆ Bsc Computer Science From MG University Kerala ,India.
- ◆ ITI Diploma (Hardware)
- ◆ HSC From Indian Higher Secondary Educational Board

PROFESSIONAL QUALIFICATIONS

- ◆ MCSE 2012 [Certified](#)
- ◆ CCNA certified 2012 ([401534168826AOWK](#))
- ◆ RHCSA Certified ([111-084-778](#))
- ◆ HCE certified from HCL (A+, N+)
- ◆ Laptop service technician & Chip level Certified
- ◆ DTP Certified (Adobe Photoshop, Illustrator, CorelDraw, Auto CAD 2D)
- ◆ Fundamentals of IT and MS Office Certified from Kelton Institute India.

DRIVING LICENSE

- ◆ UAE Driving License
- ◆ Indian Driving License

WORK EXPERIENCE

March 2013 to 2018 July

MOAZA SAIF TECHNOLOGIES L.L.C , DUBAI – UAE

www.moazasaifit.com

IT ADMINISTRATOR / IT COORDINATOR

Duties / Areas of Responsibility:

- ❖ Configuring and Maintaining Active Directory
- ❖ Configuring Maintaining Controlling VPN
- ❖ Set up and management of Remote Desktop Services through VPN
- ❖ Configuring and Maintaining ERP Systems
- ❖ Installation and configuring firewall and VPN clients (Fortinet, SonicWALL, DrayTek)
- ❖ Installation and configuration of WIFI access points (Cisco, En-Genius,Ubiquiti,Edimax)
- ❖ Mail Server: Exchange2016 and2010,Office365
- ❖ Server: Server2016,2012 and 2008
- ❖ Linux: Red Hat Enterprise Server, SUSE Linux Enterprise Server,Ubuntu Server
- ❖ Firewall: Cisco ASA, Dell Sonic wall, Fortinet
- ❖ Wireless LAN's: Cisco, Linksys, D-Link, Belkin, Siemens & US Robotics
- ❖ Switches: HP-Aurba, Huawei,D-Link, and CISCO
- ❖ Virtual Servers: Microsoft Hyper-V, VM Ware (EXSi & WIN Server) & Oracle Virtual Box
- ❖ Backup Solution: Veeam, Acronis, and Backup Exec, MS DPM, HP
- ❖ Data Protector, Acronis, Symantec Backup Exec & System Recovery.Endpoint Backup: Druva and Acronis
- ❖ Security Protection: Eset NOD32 ,McAfee(TIE,Move,VSE),ESET
- ❖ Spam Firewall: Barracuda and Sonic wall
- ❖ Server H/W: HP (ML, DL & BL), IBM, Dell & Fujitsu
- ❖ Email Archive: Barracuda Archive and Mail Store
- ❖ Experience in Fire Optical Cable splicing, Network cable crimping, Patching, and Testing (fluke test)
- ❖ Well Experience in server rack installation and cable dressing.
- ❖ Experience in file sharing using FTP and P2P
- ❖ Hands on experience in Photoshop, Corel draw, illustrator, Dream Viewer, CSS,JAVA Scripting, AutoCAD, C panel, Plesk,Word, Excel and PowerPoint.
- ❖ Experience In Supporting: MAC, Linux, Vista, Windows 7, 8, 8.1, 10, Anti-Virus products, Ethernet and wireless router
- ❖ Provide Remote administration tools like Team viewer, LogMeIn, Anydesk, and Ammy Admin.
- ❖ Controlling Vehicle tracking and fuel sensor systems (Teltonika, Ruptela)
- ❖ Installing and configuring PABX Systems (Panasonic, AVAYA, NEC)
- ❖ Installation and Maintaining different POS Systems & Centralized Servers
- ❖ Installing and configuring CCTV Security Systems.
- ❖ Installing and configuring Time Attendance System & Door access Control
- ❖ Design and Developing Websites in HTML, PHP, Word Press.
- ❖ Manage Domains & Web Hosting Servers

LANGUAGES KNOWN

English, Hindi, Urdu, Malayalam, Tamil & Arabic (Read and write).

KEY SKILLS

- ◆ Proven work experience as a Technical Support Engineer, Desktop Support Engineer, IT Help Desk Technician or similar role
- ◆ Hands-on experience with Windows/Linux/Mac OS Environments
- ◆ Good understanding of computer systems, mobile devices and other tech products
- ◆ Ability to diagnose and troubleshoot basic technical issues
- ◆ Familiarity with remote desktop applications and help desk software
- ◆ Excellent problem-solving and communication skills
- ◆ Ability to provide step-by-step technical help, both written and verbal
- ◆ Rapidly establish a good working relationship with customers and other professionals, such as software developers
- ◆ Test and evaluate new technology

PERSONAL STRENGTHS

Sincere
Honest
Hardworking
Analytical thinking

INTERESTS

Socialising
Event Management
Team Building
Puzzles
Sports

PERSONAL DETAILS:

Nationality : Indian
Date of Birth : 24th July 1987
Sex : Male
Marital Status : Married

VISA STATUS

Visit Visa

- ❖ Design and deploy networks, Maintain network servers such as file servers, and VPN gateways
- ❖ Provide consulting services on new initiatives (small to large IT projects of varying complexity) and develops proposals for management approval depicting scope, approach, benefits, justification.
- ❖ Participate in or facilitate selection of vendor solutions to meet business requirements and project objectives by developing criteria for and conducting a detailed due diligence and evaluation exercise using either a RFP process or independent research.

March 2012 to 2013 January

MIR IFCR INDIA, ERNAKULAM BRANCH – INDIA

www.mirgroup.in

TECHNICAL SUPPORT ENGINEER & NETWORK ADMINISTRATOR

Duties / Areas of Responsibility:

- ❖ As a Technical Support Engineer , I was handling about more than 250 Desktops & Servers of different branded systems like HP, Dell with the team members.
- ❖ Installing & configuring Servers, desktop, laptops and network printers & troubleshooting for all the issues.
- ❖ Working on Server & client operating systems Windows 2003 & REDHAT 6 Servers.
- ❖ Configuring users email clients like Outlook Express, Microsoft Outlook, Thunderbird also configuring their PST & scheduled backups of mail & important data. Trouble shooting problems related to applications like AutoCAD, Mail Server, MS Office, other 3rd party & open source applications.
- ❖ Troubleshooting and maintaining Network printers.
- ❖ Successfully implemented desktop security policy for all desktop computers & Users.

July 2010 to 2011 March

BONEY'S OFFICE SERVICE - INDIA.

ONLINE AUDITOR AND IT HELP DESK TECHNICIAN

Duties and Responsibilities:

- ❖ Successfully implemented desktop security policy for all desktop computers & Users
- ❖ Data Base Administrator (MYSQL, SQL)
- ❖ Central registry online auditor in state banks (CERSAI Register)
- ❖ Supporting bank Managers to upload document data's to central registry.
- ❖ Maintaining data base and server
- ❖ VPN & Firewall implementation and Maintains
- ❖ Documentation of mortgage materials, with RBI order
- ❖ Making digital signature through online portal
- ❖ Giving gradual updates for web UI interface
- ❖ Ensures compliance with established internal control procedures by examining records, reports, and documentation.
- ❖ Verifies assets and liabilities by comparing items to documentation.
- ❖ Completes audit work papers by documenting audit tests and findings.
- ❖ Maintains internal control systems by updating audit programs and questionnaires, Recommending new policies and procedures

April 2009 to March 2010

ONLINE IT SOLUTION, KERALA- INDIA

IT SUPPORT ENGINEER

Duties and Responsibilities:

- ❖ Design new computer systems system and server performance
- ❖ Run reports on system performance for team and wider organisation
- ❖ Optimise processes and lead process improvement
- ❖ Manage staff and user credentials and frameworks
- ❖ Troubleshoot technical issues
- ❖ Create and implement training for staff
- ❖ Coordinate and provide support for Firewall and network system
- ❖ Ensure systems are secure and protected from breach or viruses
- ❖ Risk mitigation planning
- ❖ Keeping inventory and sales records

I Hereby certify that the above statement is true and correct to the best of my knowledge and belief.

Nibil Nazar Pathiyassery