

PARTH VIJAYARAGHAVAN

IT Engineer

MBA in IT | BTech in ECE | CCNA | MCSA

| vvparth@gmail.com | (971) 554932101 | Dubai, UAE. |

Dynamic career that reflects rich experience of 7 Years as an IT engineer in installation, inspection, operation, maintenance, and support in IT field and holding a valid **UAE (LMV) License**.



Interested areas.

Network Engineer, IT Engineer, IT Coordinator.

Professional skills.

Networking and hardware skills

- Experience with networking routers and servers installation and maintenance.
- Managing & supporting System Servers, Application (Mail/Web) Servers, IT security, social sites, network, virtualization, backup and disaster recovery initiatives.
- Knowledge in Windows 98/XP/2003/Vista/7/8/10 windows server 2008, 2012 R2, 2016
- Experience in active directory, outlook express installation and configurations.
- Experience with Cisco and DAX routers.
- Install, support, and provide end user training for Mobile PDA devices, Apple, Android & Windows platforms and able to work with MAC laptops.
- Person View supporting and configuring.
- Maintaining Linux and windows based web servers.
- Active directory operations.
- Desktop and network printer installation and maintenance.
- Supporting Selection, procurement and deployment and maintenance of IT Assets/Services based on organizational IT Budget.
- Remote desktop troubleshooting.
- POS systems maintenance.
- Outlook configuration and maintenance (2007, 2010, 2013).
- CCTV maintenance, back up and monitoring.
- Server and client based antivirus installation and updating.

Office and leadership skills.

- Making documentation.
- IT asset management (include purchase register, asset tagging).
- Time and attendance system management.
- Assisting and supporting IT manager.
- Part time branch in charge of DDC Khaleej center Br.
- Self-motivating and inspiring colleagues to get better result.

Professional experience.

1) **Network Engineer**, Dubai Driving Center, UAE.

September 2018 – till now

(Dubai driving center is one of the best driving institutes in UAE, having more than 500 employees)

- ERP support.
- Managing information technology and computer systems.
- RTA E-service technical support.
- Configuration of **ADDS**, **DHCP**, **DNS**, **TCP/IP** protocols.
- Firewall (**Fortinet** 200d, 100d) support and configuration of **VPN** tunnels, web filters.
- Servers (HP ProLiant dl380p 10gen, dl360p), Access Points (Ruckus) and Switches (Cisco) support and configuration.
- Centralized cloud antivirus (**Panda**) installation and maintenance.
- Hardware and software maintenance and installation.
- **NVR** support and configuration.
- Virtualization using Virtual box.
- **Pearson Vue** exam center installation & support.
- **Avaya IP** phone configuration and maintenance.
- Mobile Device Management **MDM** (Samsung **Knox**) to control, secure and deploy apps and updates on endpoints.
- Closing complaint tickets within given time frame and keeping complaint logs.
- Doing preventive maintenance as per company policy.
- Keeping Licenses of devices and software's up to date and IT asset management (include purchase register, asset tagging).

2) **IT Support Engineer** MACOM (Manappuram Comptech and Consultants Ltd) - Thrissur, Kerala

August 2015 – July 2018

- Installing configuring and maintaining the Windows OS, Wireless Access points, Routers, Switches.
- Configuring and troubleshooting printers, troubleshooting internet connectivity and all IP related issues
- Maintaining the IT Inventory
- Backing Up critical Data
- Assembling computers and installing operating system, drivers and antivirus in desktop and laptops.
- Hands on experience in troubleshooting routers (DX 1821i, DX 1950), firewalls (Cyberoam, Watchguard), switches (Cisco Catalyst series).
- Providing security through encryption, password protection and permissions.
- Support for all kinds of office applications, installing essential applications like MS office, Photoshop etc.
- Installing, configuring and troubleshooting Microsoft Outlook.
- Providing On field IT Support for branches.
- Supporting the online marketing, Facebook promotions and website development team.
- Providing Critical reports and documentations to the Manager and the Administrator on regular basis.
- Monitoring the feedbacks and queries through email system.
- Conducting training and demonstrations for the staffs in basic IT processes and contingency plans.
- Setting up VPN in branches by VPN client installation (using Cyberoam SSL client)
- Attending client complaints according to complaint log and uploading complaint summary into log.
- Remote support to branches through Team viewer and Ammyy Admin.
- Direct dealing with retailers for purchasing all IT related devices and peripheral.

3) **Technical Supervisor**, ICAM Security Systems - Thrissur, Kerala

July 2014 – July 2015

- Supervising installation, configuration, integration, testing and maintenance of CCTV and Access Control

System and Other Security Systems.

- Installation and Configuration DVR, NVR, Encoder, IP cameras, Analog cameras, Network switch etc...
- Testing, Monitoring and Commissioning Security Camera systems so as to meet the requirements in the functional specifications.
- Testing of interface modules for DVR, NVR, encoder, monitors, cameras connectors and cables.
- Corrective maintenance and troubleshooting of the faults happened in cameras and access control systems.
- Basic and detailed implementation of an ELV project at the client location.
- Provide technical submittals based upon client project requirements.
- Supervises and tests the ELV systems installed or maintained, including all networking and structured cabling network.
- Responsible for networking, design installation and maintenance services.

Personal skills.

- High customer handling skills.
- A logical thinker.
- An excellent problem solver with strong analytical skills.
- Excellent problem-solving and organizational skills.
- The ability to work to a high degree of accuracy.
- Good analytical skills.
- The ability to work quickly, under pressure and to deadlines.
- Good communication, presentation and negotiating skills.
- A willingness to keep up to date with developments in technology.
- Good team-working skills.

Educational details.

<i>Graduate Course</i>	<i>Certification</i>
MBA in IT (Post graduated)	CCNA
B-tech in Electronics and Communication (Graduated)	

Personal details.

Visa status : Employment(Transferrable)
Nationality : Indian
Notice period : 1 month or less
License : UAE automatic Light motor vehicle
DOB :20/05/1991

Languages known.

English : fluent
Hindi : fluent
Malayalam : mother tongue
Arabic : beginner

Declaration.

I hereby declare that the above furnished information's are true to best of my knowledge.

Parth Vijayaraghavan.