



## ATHUL SATHEESH

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### Summary

Experienced IT Support professional with a strong track record spanning 6 years of technical expertise in enhancing system functionality, resolving complex issues, and optimizing IT operations. Proficient in a wide range of technical responsibilities, including:

- Operating Systems: Installation, management, and troubleshooting of Windows Server 2012, Windows 7, 8, 10, and 11.
- Infrastructure: Active Directory (AD) implementation, server backup, and configuration of network devices (printers, access points, routers). Hardware and Software: Deployment of software/hardware upgrades, maintenance of biometric devices, and servicing of desktops, laptops, POS systems, and handheld devices.
- Network: Configuration and troubleshooting of network devices, including access points, Wi-Fi routers, and printers.
- Applications: Installation and configuration of Microsoft Office 365, PDT wireless setups, POS systems, and price verifier solutions.
- Security: Sophos installation and regular checkups of POS servers.
- SAP Expertise: Proficient in SAP installation and various transactions, including GRN, home delivery POs, stock management, and inventory processes. Experienced in training staff in SAP usage.

Competencies in SAP MM: Strong knowledge of SAP MM, including enterprise structure customization, release procedures, material and vendor management, procurement processes, and more.

In addition to my technical skills, I excel in IT helpdesk support, asset management, and collaboration with cross-functional teams. Known for consistently delivering exceptional support and driving operational excellence.

Previous experience as a Desktop Support Engineer involved Windows troubleshooting, network configuration, hardware maintenance, and server management.

#### Completed Certification Courses:

- **AZ-900 Microsoft Azure Fundamentals (UDEMY)**
- **MS-900 Microsoft 365 Fundamentals (UDEMY)**
- **SAP MM Associate Consultant (COKONET TECHNOLOGIES)**
- **CCNA and MCTS (TRINITY TECHNOLOGIES)**

A dedicated and adaptable IT professional eager to contribute to the success of forward-thinking organizations by leveraging my extensive technical background, SAP expertise, and commitment to user satisfaction.

### Experience

#### LULU HYPERMARKET TRADING CO.W. L.L

Qatar 02/2017 - 01/2023

##### SENIOR IT SUPPORT STAFF

- Installed, managed, and troubleshot Windows servers (2012, 7, 8, 10, 11).
- Led Active Directory (AD) implementation
- Ensured compliance with corporate policies and legal requirements during software/hardware upgrades.
- Conducted daily server backups.
- Configured and maintained biometric devices and network printers.
- Provided maintenance for desktops, laptops, POS printers, and handheld devices.
- Installed, tested, and configured new patches for servers and POS workstations.
- Provided first-level IT support through IT helpdesk tickets.
- Installed and configured MS Office 365.
- Conducted PDT wireless configuration and application testing

- Configured PC hand scanners and POS systems.
- Managed price inquiry and price verifier installations.
- Created and deployed POS system images for testing.
- Installed, tested, and configured new patches for servers and POS workstations.
- Led Sophos installation.
- Provided first-level IT support through IT helpdesk tickets.
- Assisted IT Manager in systems management and new projects.
- Oversaw daily backups and restores.
- Conducted regular POS server and RODC server checkups.
- Managed IT asset replacement and ordering for IT assets.

#### **SAP Expertise:**

- Installed and maintained SAP.
- Oversaw GRN processes for local and GRV POs.
- Managed home delivery POs and sales.
- Handled IGT/Wastages and write-off documents.
- Utilized SAP transactions for daily tasks.
- Processed IDocs for clearing sales exceptions.
- Executed stock-taking procedures.
- Managed various procurement processes, including stock transport orders, stock transfers, and consignment.
- Created deliveries, GRVs, and STOs.
- Managed goods receipts and issues with inbound and outbound deliveries.
- Trained new staff in SAP transactions and work procedures.

#### **Competencies in SAP MM:**

- Customized enterprise structure, purchasing processes, and plant parameters in line with SAP functionality.
- Defined plant, storage location, and purchase organization for the enterprise.
- Created material groups and types, and set number ranges.
- Developed and customized release procedures for POs and PRs with classification.
- Expertise in various procurement processes.
- Configured Material Master, Vendor Master, Purchase Requisitions, Purchase Orders, Info Records, Pricing, Inventory Management, Reservation Transfer Posting, Stock Transfer, and Physical Inventory processes.

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## **Experience**

### **Candace Technologies Pvt. Ltd**

India 11/2015 - 12/2016

#### **Desktop Support Engineer**

- Provided installation and troubleshooting for Windows and antivirus software.
  - Configured and troubleshot various peripherals.
  - Handled network and hardware configuration.
  - Installed network routers and Wi-Fi printers.
  - Managed Wi-Fi routers.
  - Interacted with users for IT infrastructure procurement and maintenance.
  - Conducted Windows Server installation and configuration, including Active Directory setup.
  - Managed group policy objects (GPOs).
  - Deployed various server roles and features.
  - Configured basic access points, Cisco routers, and VLANs.
  - Serviced and assembled PCs and laptops.
  - Created and managed helpdesk tickets.
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## Education

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### Kerala University

03/2012 - 05/2015

Passed out from Kerala University with 2.60 CGPA

Bachelors in Computer Science

### Elamba Higher Secondary School

03/2010 - 03/2012

Passed out with 83%

High School or Equivalent in Science

### NBHSS Attingal

03/2000 - 03/2010

Passed out with 70%

High School or Equivalent in Basic Education

## PERSONAL DETAILS

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Languages known (read/write)	: English, Malayalam & Hindi
Marital Status	: Married
Sex /Health	: Male / Excellent
Place of Birth	: Trivandrum
Father's name	: C Satheesan
Passport Number	: N5291492
Place of Issue	: Trivandrum
Issued on	: 08/12/2015
Date of expiry	: 07/12/2025
Visa Status	: Visit visa valid till(05/12/2023)

I hereby declare that all the information furnished above are true & correct to the best of my knowledge and I bear the responsibility of above-mentioned particulars

Place:

Date:

ATHUL SATHEESH