

**SYAM S**

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**Visit Visa Valid: 31 May 2021**

***Objective:***

To obtain a challenging and rewarding position in System Administration with an organization which recognizes my true potential and provides me sufficient avenues for professional growth through nurturing my technical skills and competencies

***Summary Of Skills:***

* Passionate, diligent and focused Diploma with 6+ years of cumulative experience
* Technical knowledge & proficiency in system administration, network maintenance, hardware maintenance, operating systems, Linux, Windows (All versions) & MS- DOS and the willingness to learn and effectively apply new technologies.
* Excellent client management skills innate ability to build strong, lasting and mutually beneficial relationships.
* Superior troubleshooting and technical support abilities with migrations, network connectivity, and security applications.
* Extensive exposure to a comprehensive range of team activities, thrive on working in challenging environment.

***Education Qualification:***

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| --- | --- | --- | --- |
| Course | Institution/Board | Year | % |
| Computer Hardware and Networking | KELTRON Regional Education Campus | 2011 | 98% |
| Diploma in Computer Engg. | Govt.Polytechnic College Vennikulam Pathanamthitta,  Technical examination board | 2010 | 60% |
| Plus Two | N.S.S H.S.S kunnamthanam  Higher Secondary Board | 2007 | 61% |

Kerala civil supplies corporation. (From may 2019 to January 2021)

***Cashier& Billing***

***Key Responsibilities:***

* User administration (setup and maintaining account)
* Maintaining system
* Verify that peripherals are working properly
* Quickly arrange repair for hardware in occasion of hardware failure
* Monitor system performance
* Install software
* Create a backup and recover policy
* Monitor network communication
* Update system as soon as new version of OS and application software comes out
* Setup security policies for users.
* Documentation in form of internal wiki
* Password and identity management
* Maintaining SEED ERP Software
* Installation and maintenance of Mechanical Design softwares (Ansys, Solid works, Creo, Hypermesh and Catia)

**System operator**  (**From March 2014 to may 2019**)

***Infotech***

***Key Responsibilities:***

* Ensure technology is accessible and equipped with current hardware and software.
* Installation, Implementation & Administration of Windows Server 2003/2008.
* Installation and maintenance of the organization’s local area network hardware /software.
* Network operations to include: troubleshooting connectivity problems; installing & maintaining routers; adding/terminating users; assigning rights and access; resetting passwords; establishing e-mail addresses, performing backups and restores; etc.
* Performs routine preventive maintenance on hardware and software.
* Ensures networks, workstations, operating systems and software applications are operational ensures hardware and software is patched and/or updated; ensures all analog and broadband circuits are operational in accordance with vendor specifications.
* Prepares, maintains and tests a technology disaster recovery plan.
* Keeps immediate supervisor well-informed of activities and recommends corrective actions.
* Troubleshoot hardware, software and network operating system
* Daily Data Backup using backup software’s
* Protecting / preventing data from Virus infection, by using Anti-Virus, on standalone and Network computers.
* Responsible for making contacts with computer equipment suppliers
* Assist Branch offices with backups
* Good troubleshooting skills
* Configuration and Managing of Servers and Workstations
* Performed automation,trouble shooting and monitoring of the client/server ERP solution.
* Mail configuration and time-bound backup maintain and troubleshooting .
* Make recommendations to management on purchase of hardware, software and equipment's
* Provide day-to-day Assistance to systems' users
* Co-ordinate the project works with the project team.
* Provide instant support to the clients using remote access facility.
* Experienced in building, upgrading, repairing and troubleshooting PCs Application installation and troubleshooting Installed and configured all Microsoft Operating Systems Configured and supported small business systems and networks.

***Technical Support and Administration:***

* Managed and administered Windows systems – Performed periodic maintenance, provided technical support and executed systems engineering.
* Implemented proper recovery procedures for disasters and administered user-accounts mailbox.
* Maintained the timely back-up of important data and management resources.
* Assisted in the timely recovery of data lost due to software crash or hardware failure.
* Conducted periodic performance tests on existing servers.
* Performed all levels of hardware and software systems support for 200 computers and 100 printers
* Administrated and maintained environment security. Involved with administering security alerts to staff and weekly data backups.

**Service Tech (From Aug 2011- Feb 2014)**

**Toshiba Authorized Service Center**

**R’n G Info Systems**, Thiruvalla, Kerala, India.

***Key Responsibilities:***

* Managing and supporting all kind of user end problems.
* Excellent customer services, organizational, decision making skills
* Ability to install and repair hardware and software components
* Familiar with the quality control measures and testing technologies
* Efficient at updating knowledge in laptop technologies and software
* Undertaking repairing work for laptops, diagnosing, and fixing hardware and software faults
* Identifying the nature and reasons of failure of the computer systems and applying logic and right approach for repair. Replacing defective hardware and updating software in laptops

**Trainee - IRS INFORMATICS**

(KELTRON Project)  **(From May 2010 - June 2011)**

***Key Responsibilities:***

* Installation, Administration and troubleshooting of Windows Operating Systems
* Installation, Maintaining and troubleshooting of Network individual Printers & Computer
* Protecting / preventing data from Virus infection, By using Anti-Virus, on standalone and Network Computers.

***Assets:***

* Hardworking,Self confident, meet deadlines on task entrusted and ample analyzing capacity.
* Takes Initiative and no additional directions are required once work is explained and assigned.
* Always focused on result oriented

**Certification:**

“**KELTRON CERTIFIED ENGINEER**”

The verification facility is available in the URL [**http://www.verify.keltronrec.com**](http://www.verify.keltronrec.com)**.**

**Personal Details:**

Marital Status : Married

Age & Date of Birth : 31, 26-05-1989

Gender : Male

Languages : Malayalam, Hindi, English , Tamil

Nationality : Indian

Father’s Name : Sasikumar

Mother Name : Suma Sasikumar

Present Address : Industrial No:2

Caterpillar Signal

Mas Building

Permanent Address : Eattickal h,

Mundiappally po, thiruvalla,Pathanamthitta(Dist),

Kerala(S).Pin:689581, India.

Passport Details : Passport No: **U2748847**

Date of Expiry: **14/02/2031**

### Declaration:

I hereby assure that the information furnished above is true to the best of my knowledge.

Yours Sincerely,

**Date:** 11-01-2021

**Place:** Sharjah (**SYAM S)**