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|  **RIJO THOMAS**020  Rijo***Present Location*****Dubai , UAE**ccna**CISCO ID: CSCO12374909****mcitp-server-administrator-logo-732****MS ID: 10408958*****Personal Data******Mobile:+971 55 8918285******EMail:rijovettickal@hotmail.com*****Passport No.:S7868125****Nationality: Indian****Date of Birth: 29/09/1986****Sex: Male*****Operating System**** **Windows XP**
* **Windows Server 2003**
* **Windows 7**

***Skills**** **A+ (Hardware)**
* **N+ (Networking)**
* **CCNA,CCNP**
* **CISCO ROUTER AND SWITCH**
* **MCITP SERVER**

***Strength**** **Punctual**
* **Efficient**
* **Energetic**
* **Hard working**
* **Sincere**
 | CAREER OBJECTIVE* ***To be an integral part of an industry which can provide me the right platform to do a challenging job; where I can use my strengths and my engineering prowess for the growth of the organization and also for my personal growth, learning and development..***

SUMMARY OF EXPERIENCE* Worked as IT Specialist at Genius Computer Technology LLC Jebel Ali Free Zone Dubai [March 2017 to June 2018]
* Worked as IT Support at *TED Computer System LLC Dubai*[May 2014 to August 2016]
* Worked as IT Support at HeadERP Solution PVT LTD[Aug 2010 to Nov 2013]
* Worked as Web Developer Trainee *at* ***Stylus Inc Bangalore.***

[April 2010 to Aug 2010] PROFESSIONAL SUMMARY * Excellent communication and interpersonal skills with proven abilities in resolving complex Networking and software related
* Responsible for Network/Systems administration including Basic support with the goal of providing excellent system reliability, performance, high availability and overall optimized systems infrastructure.

EDUCATIONAL QUALIFICATION* **B.Tech in computer science** and **Engineering** 2005- 2009

Kannur University * **Hardware and Network Engineering 2008**

Gov. collage of Engineering Kannur PROFESSIONAL CERTIFICATION* Solid experience & knowledge in LAN/ WAN designing, implementing and supporting high bandwidth enterprise Cisco and Microsoft environment.
* Domain expertise in installing, Windows systems and network. Hands on experience with Hardware and Router configurations.
* Strong hands on experience in Windows 2008/2012/2016 server administration with Active directory
* Strong knowledge in configuring CISCO based routing e.g. RIP, EIGRP,
* Experience in Network controller configuration and NAS storage configuration.

Work Experience**GENIUS COMPUTER TECHNOLOGY LLC****Technical Advisor cum *Logistics Coordinator**** IT Asset Management, RMA
* Total Wireless Solution Support
* GITEX presentation
* CCTV Configuration & Management
* New user creation and mail box backup in the exchange server 2007
* Access Point & Controller Configuration(outdoor & indoor and point to point for large scale )
* NAS Configuration for The Backup ,User Share Access, Troubleshooting
* NAS configuration To client, Laptop, Desktop, Routers, Switches, printers and scanners
* Installations, configurations and managing of Windows Desktops, laptops & software
* Troubleshooting printers, scanners and other peripherals
* Remote and end to end user support
* Printers Supporting (IP and Local)
* Respond quickly and efficiently to all incoming calls for information
* Ensure that all incoming emails are replied to in a prompt fashion and with pertinent information
* Preparation of document includes Delivery Note, sales order, LTI, LTO, GRV, CREDIT NOTE, Material issue using Orion.

**TED COMPUTER SYSTEM (DUBAI)****Designation: IT System engineer** Maintenance IT Desktop Annual Maintenance Contract(AMC)* Outlook mail configuration, backup & restoration & Maintain email backups.
* Resolved tenancy technical issues and monitored Office 365 systems.
* On site/telephonic/ remotely technical support to customer.
* Configuring and troubleshooting the local and network printers.
* Installing software, troubleshooting hardware & windows OS issues.
* Perform Laptop backup and restore.

 On Network side* Maintain LAN Networks.
* Identifying, diagnosing, and resolving network problems.
* Configuring and managing of Cisco Wireless controller.
* Configuring VPNs and managing remote users.
* Working on firewall to Creating Security Policies.

On Server side* Installing, migration & Configuration of Server 2008&2012.
* Implementation and installation of Active Directory Services on windows 2008, 2012 & 2016 server.
* Creating & Deleting Domain user Accounts & configuring group policies.

 Security Systems* Have Certificate in DPS Systems Engineer for Security surveillance Systems (CCTV) From Dubai police Academy.
* Purchase and Configure CCTV equipment, software, DVR, NVR and peripherals utilizing different vendors.
* Configuration of Firewall devices like fort iGATE 100D

PROJECT EXPERIENCE* The Address Hotel Dubai:- One Year Residence Engineer (Ref:Sujith Balan )
* Design lab FZE :- Two Months Residence Engineer (Dubai)
* REINTJES LLC (MERITIME CITY, DUBAI) :-AMC
* SPACE WELL LLC (INTERNET CITY, DUBAI):-AMC
* Emkay LLC(Dubai):-AMC
* CRANLEIGH INTERNATIOAL SCHOOL (ABU DHABI) :-

6 months Desktop Support* Damac Hotel Dubai
* Dom Dental Clinic JLT

**HEADERP SOLUTION**Designation: Desktop Support EngineerResponsibilities: * Provide first line technical support to computer users and ensure smooth functioning of various applications.
* Provide support on the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.
* Install and perform repairs to software or installation needs.
* Troubleshooting Microsoft Operating Systems and all MS Office Suites for Windows and MAC.

**Stylus Inc. Bangalore**Designation: Software Development (April 2010 – August 2010)My Team comprises of 32 engineers including me. My position is Web development as trainee**Declaration**I hereby declare that the above information is true and correct to the best of my knowledge and belief.**Place: Dubai Rijo Thomas****Date: 20-12-2018 +971 55 891 82 85**  |