



Krishna Kumar G

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Professional Skills

- Document Controlling
- Store Supervising
- Time Management
- Communication skills
- Staff Co-ordination
- Project Management skills
- Customer Support
- Multi-Tasker

Educational Summary

- Diploma in Computer Hardware & Network Engg.
(Luna Institute of Technology, Thrissur, Kerala, India)
- Secondary School Leaving Certificate
(M.M.R.H.S.S., Trivandrum, Kerala, India)

Professional Summary

Highly skilled Office Administrative Professional with an impressive background specializing in administrative work, Planning, and office support with over 10 years of experience. Dedicated to creating office environments conducive to optimal workflow and success. Moreover, proficient in a variety of project management software including programs for office administration, Document Management, Inventory Management, and CRM. Competent in prioritizing, organizing, and working with minimal supervision.

Career Summary

Maintenance Planner (October 2018 – August 2019)

(Jal International Pvt. Ltd.)

(Project: Saudi Aramco Operational Support, Dhahran, Saudi Arabia)

- Create, update, and close maintenance-related tickets and work orders.
- Prepared work Schedules.
- Processed material requisition and its follow-up.
- Follow up of overdue MMT's, PM's & W.O's under the department.
- Enrolled employees for safety and industrial training.
- Prepared the visitor's access requests for contractors and guests.
- Processed CRM requests & material gate pass.
- Handled Document Filing & Transmittal.
- Store supervising & inventory management.
- Provided strategic administrative and development support.
- Coordinated company meetings, appointments, and interviews

Administrative Clerk (April 2014 – October 2018)

(Jal International Pvt. Ltd.)

(Project: Saudi Aramco Operational Support, Dhahran, Saudi Arabia)

- Create, update, and close maintenance-related tickets and work orders.
- Handled Division-level Time Keeping.
- Booking of Conference Rooms, Flights, Hotels, etc.
- Answering Phone calls & replying to emails.
- Prepare access requests for guests within the facility.
- Maintained office supplies and scheduled orders (Both Office Supplies and Materials) from appropriate vendors.
- Document Filing and updating the log of all incoming and outgoing.
- Follow up of all the Technical / Contract Related documents send to other offices/departments for approval.
- Preparing CRM requests, Material / Visitor gate pass.
- Handled Secretary Jobs.
- Coordinating with the Contracting companies on behalf of management.
- Coordinated company meetings, appointments, and interviews.
- Managed calendar for multiple employees under the organization.
- Created agendas and recorded meeting minutes.
- Maintained office equipment and supplies and oversaw facility function.
- Prepared Shift Schedules.

IT Skills

- MS Office
- SAP
- CRM
- DMS (Document Management)
- Photoshop
- Website Administration
- SEO
- Web Designing
- Wordpress
- E-commerce Management
- DropShipping
- CMS Scripts
- Web Hosting
- Web Forum Scripts
- HTML
- CSS
- Cryptography
- Digital Evidence Analysis
- Digital Marketing

Certifications

- Certified Ethical Hacker
- Cyber Forensic Professional
- Cyber Crime Investigator
- Digital Evidence Analyst
- IT Law

Awards & Achievements

- Google Mapathon 2013 (Top Contributor)
- Introductory Course in Data Privacy Law.
- Cyber Crime Protection Program.
- Introduction to Hacking & Cyber Security.
- Introduction to Password Breaking & Security.
- E-Commerce Law
- Introduction to Hacking & Cyber Security.
- Introductory Course in Cyber Law.
- Introductory Course in Intellectual Property Rights.
- Facebook Law in India.

Customer Support Associate (November 2013 – March 2014)

(Reliable Business Solutions, Chennai, Tamilnadu, India)

- Attended customer calls & Emails and determine the purpose of the request.
- Resolved customer complaints.
- Informed customers and potential customers about the company's products and services.
- Resolved Customer queries and complaints.
- Performed necessary follow-up as required.
- Research and suggest alternative products to customers when required.
- Resolved issues within the team to achieve the goal.

SEO Engineer (March 2012 - July 2012)

(Ibot Solutions, Cochin, Kerala, India)

- Worked on the website and internal link structure planning & other issues related to on-page optimization.
- Planned for competitor websites listing.
- Created Link building strategies and campaigns.
- Planning of Pay-Per-Click campaign strategies.
- Done SEO copywriting, code optimization, 301 redirections, site architecture optimization.
- Lead social media and link-building efforts, including press release optimization, article - submission, guest posting, directory submissions, and blog commenting.
- Reported ranking, traffic, monitor conversion, and monitor competitors.

Imaging Specialist (Internship) (September 2011 - March 2012)

(Leo Impact Security Services Pvt. Ltd., Jaipur, Rajasthan, India)

- Prepared images of HDD and other storage devices.
- Done Data Sanitization on HDD and other storage devices.
- Analyzed and retrieved Data from storage devices.
- Created reports of the processed image and extracted data.

Product Support & Troubleshoot Engineer (May 2011 - September 2011)

(Turner & Miller Technologies Pvt. Ltd., Trivandrum, Kerala, India)

- Configured, installed, and deployed servers and PCs.
- Troubleshoot servers, desktops, printers, and barcode devices.
- Recommended appropriate hardware to the clients.
- Backup and retrieved databases from servers when necessary.
- Established LAN Network within office premises.
- Provided Training to the new customers when necessary.
- Installed Operating systems and Softwares as per customer requirements.

Information Security Trainee (January 2011 – April 2011)

(Leo Impact Security Services Pvt. Ltd., Jaipur, Rajasthan, India)

- Identified vulnerabilities and recommended corrective measures and ensure the adequacy of existing information security controls.
- Installed firewalls, process data encryption, and other security measures.
- Created, tested, and implemented network disaster recovery plans.
- Performed risk assessments and testing of data processing systems.
- Protected the system by defining access privileges, control structures, and resources.

Languages Known

- English (Fluent)
- Malayalam (Native)
- Tamil (Understand)
- Hindi (Understand)

Personal information

Date of Birth - 09-April-1989

Sex - Male

Nationality - Indian

Marital Status - Married

Passport No. - U4680669

Driving Lic. No. - 31/5612/2009

Hardware Technician (July 2009 – December 2010)

(Right Click IT Shoppe, Pandalam, Kerala, India)

- Support, troubleshoot, and maintain desktop and laptop.
- Maintain hardware and software performance tuning.
- Made improvements where needed and suggests an upgrade to make existing systems run more efficiently.
- Setup and install all versions of the Microsoft & Linux Operating System.
- Assist customers with software and operating system issues.
- Troubleshoot network connectivity problems.
- Finding Device drivers.

Technical Analyst (August 2008 – June 2009)

(Datatec Computers, Kayamkulam, Kerala, India)

- Installed and configured computer hardware, O/S, and software.
- Monitored & maintained computer systems and networks.
- Provided Remote support to staff from other office locations.
- Troubleshoot system and network problems.
- Supporting the roll-out of new applications & provided training to staff.
- Responded within agreed time limits to call-outs.
- Prioritized and managed many open cases at one time.
- Rapidly establishing a good working relationship with staff and other professionals.
- Testing and evaluating new technologies.

Data Entry Clerk (June 2007 – August 2008)

(Twameva Info Solutions, Nooranad, Kerala, India)

- Transferred paper-based market research results to digital form.
- Deal with customer and staff queries.
- Filing, copying, and other clerical or administrative duties.
- Processed sales invoices.

Objective

To associate with an organization which progresses dynamically and gives me a chance to update my knowledge and enhance my skills, in the state of art technologies and be a part of the team that excels in work to words, the growth of the organization, and my satisfaction thereof.

Declaration

If given an opportunity to serve with your organization, I assure you that I will serve my best for the same. I hereby declare that the above-said information is true and correct to the best of my knowledge & belief and I bear the responsibility for the correctness of the above-mentioned particulars.



KRISHNAKUMAR G