BLESSON P YOHANNAN

IT Administrator

MALE, 26 YEARS, INDIAN

Contact: +971 505700696

blessonp25@gmail.com

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blesson-p-yohannan-901829185

CAREER SUMMARY

Worked with one of the leading global information technology, consulting and business process services company in handling one of their reputed clients. Gained experience and strength in managing complete IT infrastructure, configuration trouble shooting and maintenance.

- **Proficiency :** IT Administration
- **Areas of expertise:** IT Business Processes
- **Regions Worked at :** India
- **Current Employment / Visa Status:** Unemployed, Visit Visa

WORK EXPERIENCE

Dec 2019 – Jul 2020

IT DESKTOP ENGINEER
ITSOURCE TECHNOLOGIES LIMITED

CLIENT	: AXIS BANK LTD
ENVIRONMENT	: END USER SUPPORT
DOMAIN	: BFSI

- Handling all Axis Banks branches in kerala through Remote access/Net meeting PC anywhere for Desktops, Laptops, Server, Printer and Application related tickets.
- Complete IT Infrastructure in the branch including its configuration, maintenance and trouble shooting.
- Ensure call logged in HP ITSM Tool.
- Complete ownership for IT Asset Management and tracking of IT hardware movement.
- Installing Windows 7/8/8.1/10 Desktop Operation Systems.
- Installing Windows Software and third party Applications.
- Installing Printers, Printer sharing, configuring and troubleshooting in a closed Network.
- Solving LAN and first level Network related problems.

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KEY SKILLS AND COMPETANCY

- **Software:** Software Installation/Troubleshooting – MS-Office, Office 365 Administration and Outlook, SCCM, Nevis Network, DLP and ADSelf Service, Symantec Anti Virus. Basic Software like browsers, Adobe pdf, WinZip and.
- **Ticketing:** Unidesk Ticketing Tool.
- **Remote Tool:** Configuration Manager remote control, Microsoft Remote Assistance, Remote Desktop Protocol,Team Viewer, Any Desk
- **Networking**: Establish network among the systems. Install and upgrade the systems with virus protection software, spyware, firewall protection software, etc. Troubleshoot all kinds of basic network connectivity problems.

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EDUCATION

2014-2017
BACHELOR OF COMPUTER APPLICATION (BCA)
Madurai Kamaraj University
Tamilnadu

2012-2014
HIGHER SECONDARY SCHOOL
St Mary's HSS Kottarakara Kerala, India
Kerala State Board

2012
SECONDARY SCHOOL LEAVING CERTIFICATE
RV HSS Valakom, kerala, India
Kerala State Board

TECHNICAL QUALIFICATIONS

2017
CCNA V3.0 Routing and Switching course, Training and LAB, B-GHUD, Mavelikara, Kerala, India

2018
Hardware and Networking
B-GHUD, Mavelikara, Kerala , India

2018
REDHAT
I -NET INFORTECH, Kochi, Kerala, India

2019
MCSE Micro Soft Certified System Engineer
Online (UDEMY)

REFERENCES

MR. VINIL V MENON
OPERATIONS MANAGER

WIPRO TECHNOLOGIES
+919746954949

CONTACT DETAILS

+971 505700696
blessonp25@gmail.com

JABEL ALI, DUBAI, UAE

LANGUAGE SKILLS

ENGLISH

MALAYALAM

TAMIL

<u>DECLARATION</u>

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

Date: **BLESSON P YOHANNAN**