

# Curriculum vitae

## JAVAD NALU PURAPAT

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### CAREER OBJECTIVE

Seeking a suitable position in Telecom & IT with a reputed Organization, where my education and experience can contribute to the enrichment of myself and growth of the organization

### EDUCATIONAL QUALIFICATIONS

- **B.A** (Calicut University - 2009)
- **Plus Two** (Board of Kerala - 2006)
- **SSLC** (Board of Kerala - 2004)
- **Double and triple play installation at Etisalat academy-2013**
- **Etisalat products and services – 2015**
- **Essential communication skill - 2017**

### IT SKILLS

- Thorough working knowledge in computerized environment
- IT Help desk support
- On call field staff support
- Managing GPON systems
- Specialized in FSM CBCM ENRM FOS UCMS
- Maintain Huawei Alcatel switches
- Handling customer service provisioning and complaint requests
- VOIP server handling
- Avaya Cisco Remote support
- IP phones configuration
- Excellent Hardware & Networking troubleshooting skills.
- Excellent in Crimping & Punching
- Excellent Windows troubleshooting skills.

- Domain level Windows System Engineering experience.
- Assembling & Maintenances of PCs.
- Microsoft Office (Word, Excel, Outlook, PowerPoint, Access) and Media Player, LAN/WAN administration.
- Server Operating System: Windows NT, Windows 2003/2008/2012 Server
- Desktop & Laptop Operating System: Windows 2000, XP, Vista, Windows 7/8/10

## WORK EXPERIENCE

Location : Etisalat Dubai

Position : Associate engineer

Period : From Aug 2012 to April 2019

Reference : AG General manager Mr. Dr. Ali Al Qayedi

Contact details. 971508718355

## JOB PROFILE

- Controlling field staffs
- Handling customer complaints and provision requests
- Account creation and device checking
- Termination rack maintenance
- Huawei Zhone Alcatel Huawei back office support
- IT Help desk support and system troubleshooting
- Provide day to day end users support to all departments
- Perform other task assigned by the management
- Ensure the good function and good maintenance for the entire network and Windows 2003 servers used by the company (hardware and software, LAN) and make sure all applications are running 24/7.
- System troubleshooting and maintenance
- Strong knowledge of data and voice communications equipment
- Install hardware and software for servers, desktops & laptops
- Assigning tasks to field staffs
- IPTV Configurations



## PERSONAL INFORMATION

Father's Name	: Jaleel M. P
Date of Birth	: 13.11.1989
Gender	: Male
Nationality	: Indian
Marital Status	: Married
Religion	: Islam
Languages Known	: English, Malayalam Hindi Tamil

## DECLARATION

The above information provided is correct to the best of my knowledge and belief. I shall be grateful if you provide me the chance to work with you. I shall work to best of my abilities and your expectations

JAVAD NALU PURAPAT