ABDUL AZEEZ KALLINGAL

Mobile: 0562365575 azeezid.k@gmail.com

IT SUPPORT ENGINEER

CERTIFICATION

Cisco Certified Network administrator (CCNA)

Microsoft Certified System Engineer (MCSA)

TRAINING

Completed training of CCNP MCSA, CCNA, A+, N+

ACADEMIC

Bachelor degree (B.com) from PSMO Collage , India .

10,12th class completed GHS Kuttippuram Kerala , India .

PROFESSIONAL EXPERIENCE

Working as IT Support engineer for Astek UAE from October 2018 (contract)

Worked as IT support Engineer for Al Mansouri3B Abu dhabi from December 2015 to August 2018 (Musanada's Project)

Worked for Taiba Gold Dubai as IT Support Engineer from 27th of August 2013 to November 2015

worked for KTPH hospital in Singapore for one year contract designation is IT Specialist from December 2011 to December 2012

worked as Desktop support Engineer: March 2008 to October 2010 worked for L&T Valdel Engineering (Oil&Gas) in Bangalore ,India.

Worked as IT Support Technician from August 2004 to November 2006 for Poshnet Systems Pvt. Ltd , India

Major Tasks, Responsibilities, Abilities and Key Accountabilities:

Timely respond to support issues and request addressed to the helpdesk website and using ITIL based service management tool

Providing IT support through remote software : DameWare ,TeamViewer and mstsc , on-site, telephone, e-mail .

Ability to Manage of Desktops, Laptops , Switches , Routers, Sonicwall , IP phone , network printers, Fax machine , Copier,Scanners, plotters , projectors, CCTV , other IT devices .

Worked in Hospital ,Oil Gas , Construction , Manufacturing , telecom sectors to support IT requirements

Good knowledge of OSI Layers , VLAN, Inter VLAN Routing , VPN,NAT

Managing NAS storage according to the users requirements

Ability to configure Cisco Network devices with SDM and command prompt

Install, Upgrade ,Restore, copy IOS for routers and Switches and configure TFTP for Backup and restore

Identifying hardware and software problems, escalating and coordinating with vendors to get it fixed.

Monitor network servers by doing daily check up

Maintain overall ownership of user's issues and ensuring that they receive resolution within a reasonable timeframe.

Assist Users with every day computing like not being able to log on, not being able to get onto the network or generally showing them how to use particular software program or hardware.

Ensure all Servers and Desktops are patched with latest patches from Microsoft and other Vendors.

Research on new utilities ,software /Tools for Efficiency.

PERSONAL INFO

Nationality	—	Indian
Gender	—	Male
DOB	—	15th April 1984
Marital status	—	Married (Child 2)
Permanent Address	—	Kallingal (H) , Kuttippuram, Malappuram,
Languages	—	English,Arabi Malayalam,Hindi.
Driving License	—	UAE,India
Passport No	—	U0833589 (Valid till 16-09-2030)

Co-ordinate with Admin Dept on Asset Inventory and Asset Management

Maintain up to date record of inventory of desktop PCs and software. Document PCs configuration unit wise, location & user wise.

Ensure all desktops are having endpoint security, monitor violations and report to Head of IT.

Knowledge of troubleshoot Wireless network related cases

Ability to maintaining DNS, DHCP, and shared resources permissions.

Configuration and management of Microsoft Outlook, Anti Virus. Backup and recovery of data and system files.

Installing Configuring ,Troubleshooting of Windows7,8,10, XP,MAC and other application , user profile issues.

Use Norton ghost imaging software for fast deployment of OS and software in client Machines

Providing application support to end users by researching and resolving technical issues and providing instruction for creative problem solving.

Documentation of issues with solution, raised by the end users.

Ability to analyze situations and reach logical conclusions.

Ability to effectively communicate technical information to both non-technical and technical personnel

Apply software patches, service packs, hot fixes and upgrades where necessary.

Strong interpersonal and organization skills, successful in working both independently and in a team environment.

Product Knowledge

- ¤ DOS, Windows 2000, 2003, 2008, Vista, Win7,Win8,10 ,XP and Linux
- ¤ MS Office 2000-2010,2013 MS Outlook and Exchange Server 2003, 2007.
- ¤ Antiviruses: Norton & MacAfee. Kaspersky
- ¤ Remedy Action Request System and Service Desk Ticketing   Tools
- ¤ DameWare ,Team Viewer Remote apps for client,server remote support
- ¤ Cisco routers ,switches ,WiFi devices, Sonicwall Avaya IP phonesystem,- network printers
- ¤ Oracle,Sql client apps management , Many Designing and client server apps support

SUMMARY

- ¤ 11+ years of experience as MCSA and CCNA-certified Engineer, seeking a challenging position as a IT Support Engineer / Administrator.
- ¤ Comprehensive skills in the design, implementation, and management of LAN systems.
- ¤ Quick learner, hard worker and task focused.
- ¤ Outstanding analytical and troubleshooting abilities.
- ¤ Self-motivated professional with excellent communication and people management kills.