



**Jithin Prince**

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## Profile for: IT Support Engineer

Qualified IT professional with over 7 years of work experience in IT Support Engineer with Fully responsible for Troubleshooting, design, implementation, analyze, maintenance, configure all Network communications equipment and Server.

### Expertise in

- ▶ Routers and Switches
- ▶ Desktop Support
- ▶ Server Administration
- ▶ Network Administration (LAN & WAN)
- ▶ Technical support
- ▶ Excellent Problem Solving
- ▶ Mobile Devices Management
- ▶ Troubleshooting & Issue Resolution
- ▶ Multitasking Skills
- ▶ Strong Planning Skills
- ▶ Project Management
- ▶ Client Relationship Management
- ▶ Excellent Team Player

### Education

- ▶ **B-Tech (Computer Science and Engineering)**, CUSAT, Kerala, India (2012)

### Professional Certification

- ▶ **CCNA – R & S**

### Executive Summary

- ◆ Installation, configuration and troubleshoot Windows Operating system.
- ◆ Strong experience in configuring, monitoring, and supporting advanced network switches and security devices.
- ◆ Acquisition Evaluate current practices and create future IT recommendation for all IT assets for annual budget.
- ◆ Working on troubleshooting of LAN/WAN infrastructure.
- ◆ Installation, Configuration and Troubleshoot Office365 suits.
- ◆ Install printers, Scanners and configure software programs.
- ◆ Verify that peripherals are working perfectly.
- ◆ Planned and organized testing against networks and information systems to uncover potential security deficiencies.
- ◆ Establish and maintain TCP/IP-based connectivity.
- ◆ Consult for software and new application.
- ◆ Configure and Troubleshoot Outlook and E-Mail Security Gateway Device.
- ◆ Implementing and maintaining backup schedules.
- ◆ Audited, designed, integrated, configured and tested LAN and WAN equipment such as Cisco Catalyst family of switches, Cisco Routers, Cisco Firewalls, Intrusion Detection and Prevention.
- ◆ Configured and Maintained VPN products for remote and L2L peers.
- ◆ Configure antivirus software to protect IT environment.
- ◆ Responsible for planning and designing of network infrastructure for a small to medium size organization.

### Professional Experience

**Servcorp L.L.C , UAE ▶ August 2017 Onwards**

**Junior IT Service Technician**

#### Description:

Responsible for managing sites in UAE, Lebanon, Bahrain and Kuwait with admins, configuration, troubleshooting, administration, planning, Designing, and allocated resources for IT projects.

#### Accountabilities:

- ▶ Provide post-implementation, support desk and front/back line support for team and clients to solve technical issues on Storage hardware and software product
- ▶ Provide daily remote monitoring for storage environment.
- ▶ Manage all open tickets and ensure team get regular updates and regarding case status.
- ▶ Support work is done via email, remote, access, phone and on-site
- ▶ Builds credibility in a recourse role by remaining factual and timely in providing information maintains source for quick access Time sensitive information and to stay abreast of new developments, proactively educates team or shares information.
- ▶ Network and connect computers within organization to better communication.
- ▶ Order or buy computer systems and liaise with purchase and supplies department
- ▶ Maintain computer peripheral devices like printers and resolve associated problems.

**Description:**

Handle daily technical support activities on desktop support, data network and server management. Grow clients and communicate to Account Manager by determining new opportunities. Setup desktop computers, peripherals, and test Network connections. Install and test desktop software applications and internet browsers.

**Accountabilities:**

- ▶ Oversee and update assigned support service requests.
- ▶ Monitored performance of security units installed in firm.
- ▶ Handle daily technical support activities on desktop support, data network and server management.
- ▶ Setup desktop computers, peripherals, and test network connections.
- ▶ Install and test desktop software applications and internet browsers.
- ▶ Test computers to ensure proper functioning of computer systems.
- ▶ Train end users on usage of computer hardware and software.
- ▶ Develop and manage effective professional working relationships with contractor personnel, co-workers and clients.
- ▶ Ensuring Network system secured by establishing and enforcing policies, monitoring and managing access.
- ▶ Monitored compliance with information security policies and procedures.
- ▶ Adhere to policies as per corporate manuals and directives.
- ▶ Ensuring Network system secured by establishing and enforcing policies, monitoring and managing access.
- ▶ Extend computer support for systems software and hardware.
- ▶ Setup computers and install software for various applications and programs.
- ▶ Interact with staff on desktop problems and their resolution.
- ▶ Reporting network operational status by gathering and prioritizing information and managing projects.
- ▶ Network and connect computers within organization to better communication.

**Date of Birth:** 21st Jul 1990 ~ **Languages Known:** English, Malayalam ~ **Nationality:** Indian  
**Passport Details:** k5220311 valid till 2022 ~ **References:** Available on Request