



RATHEESH A RAJAN

IT SUPPORT ENGINEER/ IT Support Specialist → 12 Yrs. exp

IT Support Engineer| Network Administration | Systems Administration
|Service Desk lead | IT Procurement| Telephone Communication

CCNA /MCSE /Huawei Certification WLAN/Fortinet -NSA

PROFILE SUMMARY

Areas of Expertise:

Network Administration | IT Support | System and Desktop Support Excellence | Configuration Management | Patch Management | IT Procurements | Escalation Resolution | Troubleshooting | Business Analyst| Team Leadership | Training and Development | Windows Migration | Asset Management Registry

-Expertise in following ITIL standards, configuration and providing IT support to optimize IT support systems using VLANs (switching concepts)-

OBJECTIVE

Highly skilled and motivated IT professional with a proven track record of success in managing complex IT systems and infrastructure. Seeking to leverage expertise in IT management, strategic planning, and team leadership to contribute effectively to the technological advancement and operational efficiency.

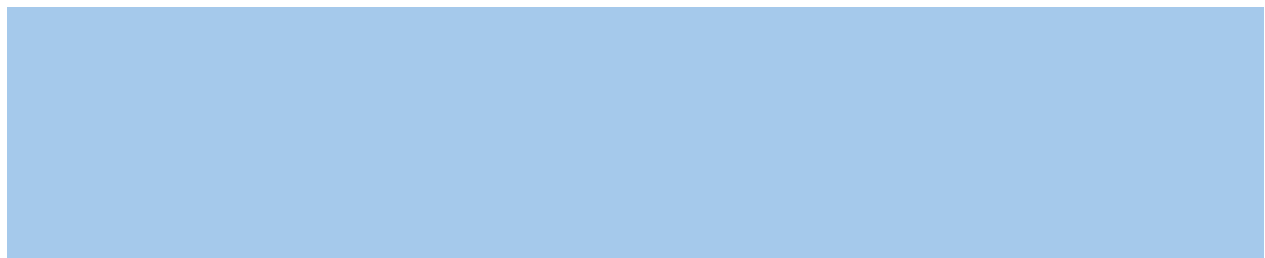
EDUCATION

B. Tech Computer Science & Engineering, M G University, Kerala, India | 2007

Certifications: CCNA| Microsoft Certified Systems Engineer| Huawei Certification- WLAN | Fortinet's Network Security Associate NSA

SKILLS

IT Management, Project Management, Strategic Planning, Team Leadership, Budget Management, Vendor Management , Network Administration, Systems Administration



WORK EXPERIENCE

IT Support/Network Engineer-Thumbay Technology

Gulf Medical University Ajman- Thumbay Group, UAE | Since January 2021 to March 2024

Roles: Network Administration| Systems Administration| Asset Management| Desktop Support | Telecommunication (IP & Digital)

- Manage and maintain the company's IT infrastructure, including servers, networks, Desktop, Printer, Scanner, Biometric, Telephone-IP & Digital and software applications.
- Install, configure, and update software and hardware components as needed.
- Managed IT budgets, including forecasting, procurement, and allocation of resources.
- Monitoring, implementation, and maintenance of IT security measures to protect sensitive data.
- Established and maintained relationships with IT vendors and service providers to ensure quality service delivery and cost-effectiveness. Preparing Yearly budget plans
- Provide technical support to end-users, troubleshooting hardware and software issues promptly.
- Managed N/W including installation, configuration, and troubleshooting of network infrastructure.
- Implemented backup and disaster recovery procedures to safeguard critical university data.
- Conducted regular security audits and assessments to identify and address potential vulnerabilities.
- Monitor system performance and security, ensuring data integrity and protection against cyber threats.
- Deploying Trend Micro Antivirus Through Domain (467 Computers)
- Troubleshooting Network printers |scanners |Desktop| laptops |and IP phones at campus
- MS - Office 365: - Subscription | installation | Troubleshooting.
- Defining services on VPN and Access permission to facilitate Work from Home.

Desktop Support Engineer

Thumbay Retail Division (TC,TP,B&S,B&B,Zo&Mo,Terrace,TMDC,Drug Store,TB,TBO,TT) Ajman, UAE | January 2016 – December 2020

Roles: Network Support | System Support |Asset Management| Desktop Support

- Defining VLANs and port Defining |Assigning| Troubleshooting in the Huawei/Cisco network switches.
- Working on Huawei WIFI Access controls system – using POE Huawei Access points
- Collaborate with other departments to identify IT needs and provide solutions to support business objectives.
- Stay updated on emerging technologies and industry trends to recommend innovative solutions.
- Implement site-to-site VPN's ,WAN&LAN connection for business requirements
- Preparation of BOQ, Installation and Completion of IT-Network infrastructure projects

Projects Handled: Since January 2016 till March 2024

- **Thumbay Clinics Across Dubai, Sharjah, Ajman, Fujairah & Ras Al Khaimah**
- Thumbay Day Care Hospital Rolla & Muwailah Sharjah
- Thumbay Pharmacy Across All Emirates in UAE.
- Thumbay Back Office Ajman UAE
- Gulf Medical University Administration Office Ajman UAE
- Gulf Medical University Digital Dental Lab
- Gulf medical University Digital Library
- Gulf Medical university All Lecture Hall (32) upgradation work
- **GMU - Asset Disposal** management | **Handling yearly Events in the campus**

PREVIOUS EXPERIENCES

Network Engineer -United Telecom Limited,Kerala

United Telecom limited Kerala: Since 2007 to December 2015

- Completed Project work of Kerala Statewide Area Network (KSWAN) Across Kerala State. KSWAN Network is a project of Central.
- Govt which provides LAN and Wireless connectivity to all Government offices in Kerala. As a part of this project, we built up a server.
- rooms in 14 districts Collectorates (DHQs) and 152 Block Headquarters (BHQs) across Kerala. The Project Visualizes building a network to interconnect all the Govt. Departments in the state connect them to the State Data
- Center. For all DHQs and BHQs, we Connected 8 MBPS, OFC, with the support of telecom providers. We use

PERSONAL DETAILS

Date of Birth: 22nd April 1984
Languages Known: English, Hindi and Malayalam
Passport No: U0442556
Visa Status: Residence Visa
Marital Status: Married
Nationality: India

I Will work hard with honesty and integrity to ensure that the organization being served continues to earn the goodwill, profit, and remain the market leader in operational areas. I Will innovate in job areas allocated to me ensuring perfection, bearing the legal, safety and security aspects of the operations.

I hereby declare that above given information is true and correct to the best of my Knowledge and belief.

Date:

Place :

Ratheesh A Rajan