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Career Summary

To work in an organization, that gives me ample opportunities to harness my skills. I would love to work in an environment that allows me to utilize my potential and Skills.

Profile summary

- ★ **5 years** of work experience in the field of IT – Hardware Networking as Desktop Support Engineer and IT Support Engineer, SIEM Engineer (SOC Engg)
- ★ Global Certification in MCSE and Completed Course in CCNA.
- ★ Good in desktop troubleshooting
- ★ Good exposure with Email Client – MS Outlook 2010 / 2013 / O'365.
- ★ Good communication skills, leadership skills
- ★ Organized and disciplined with an inquisitive mind for exploring new ideas
- ★ Team player and able to work as an individual.
- ★ Always ready to initiate and face new challenges
- ★ Good in customer handling skills

Experience Summary - 1

Working as **IT Support Engineer** in **iWorld Connect (Almoayyed International Group)** from April 2020 to August 2021.

Roles

Outsourcing Engineer on **Batelco Data Center** from April 2020 to October 2020.

- ★ Monitoring critical systems, High voltage switchgear, diesel generators, UPS, SMPS, Computer room air handlers.
- ★ Ensuring 24/7 Network support to the onsite Customers.
- ★ Taking care of entire operations & maintenance and ensuring smooth functioning of the facility department.
- ★ Maintained extensive equipment operating data reports.
- ★ Creating the tickets for IT monitoring time issues.

Roles

Outsourcing Engineer on **Ministry of Customs Affairs** Head office (Hidd) from October 2020 to August 2021.

- ★ Installing Windows OS & Installation & Configuration of Network Devices (Switches & Routers and other Network devices).
- ★ Installation & Configuration of Desktop, Laptops & Printers, Scanners etc.
- ★ Conduct remote troubleshooting for client side related issues.
- ★ Migration from legacy systems to latest technologies.
- ★ Troubleshooting the hardware and software related issues.
- ★ Troubleshooting the Desktops, Laptops & Printers, Scanners and other devices.
- ★ Proficient in monitoring and troubleshooting End user related issues.
- ★ Configuring MS Office 365 & MS Office 2013, 2010.
- ★ Handling IT related issues & Outlook issues
- ★ Network printer troubleshooting and other network related issues
- ★ Virus scan and update.
- ★ Experienced in working interactively with customers and all levels of management.
- ★ Expert in configuring and installing CISCO Routers and switches
- ★ Work on Windows server Active Directory User Creation, DNS, DHCP, WDS, WSUS, Firewall, Routers & Switches
- ★ Proficient in monitoring and troubleshooting the Network / Link in case of any breakdown.
- ★ Extensive hands-on experience in network integration, deployment and Support.
- ★ Hands on Experience with Routing and Switching.
- ★ Installation and configuration of new devices on router (Cisco).
- ★ VPN configuration, network related issues handling.

Experience Summary - 2

Working as **Assistant Information Security Engineer**-**Information Security** in **IARM Information Security pvt.ltd** Adyar, Chennai from March 2018 to October 2019.

Roles

- ★ 1 years 8 months working experience with a major vendor SIEM product (AlienVault) as a SIEM Admin
- ★ Knowledge of Security terminologies.
- ★ To Monitoring the Singapore Strides Shasun Company Data Center, handling the Network Monitoring tool Zabbix. In Zabbix Generate the Daily & Monthly Reports.
- ★ To Monitoring the ELK for SOC (Security Operations Center).
- ★ In Zabbix to check the Storage capacity for the system, Event Logs & Antivirus Update.
- ★ And Worked as **IT Support Engineer** in **Raqmiyat Information Security pvt.ltd** **(3months Outsourcing contract)**
- ★ Routine Backup to the "Tape Backup" for Daily. And check to the update status.
- ★ Desktop troubleshooting and hardware replacements
- ★ Configuring MS Office 365 & MS Office 2013, 2010.
- ★ OS Installation Windows 8, 10.
- ★ Handling IT related issues & Outlook issues
- ★ Network printer troubleshooting and other Network related issues.
- ★ Software installation based on user needs.
- ★ Proficient in monitoring and troubleshooting End user related issues.

Experience Summary - 3

One-year work experience as Desktop Support Engineer in **ManTech Computers Services, Sitra - Bahrain** from **March 2016 to March 2017**.

Roles

- ★ Proficient in monitoring and troubleshooting End user related issues
- ★ Working in Access Control Manager, Enrollment of new users, Daily attendance reports
- ★ Software installation based on user needs
- ★ Network printer troubleshooting and other network related issues
- ★ Desktop troubleshooting and hardware replacements
- ★ Configuring MS Outlook 2013 and 2016
- ★ OS Installation – Windows 10

Experience Summary - 4

Worked as IT Support Engineer in **Balmoral Services Company, Asker – Bahrain** from **February 2015 to February 2016**

Roles

- ★ Experienced in working interactively with customers and all levels of management for desktop and network troubleshooting
- ★ Proficient in monitoring and troubleshooting IT related issues
- ★ Virus scan and update
- ★ Working with Windows Server 2012 – Active Directory
- ★ Work on Windows server Active Directory User Creation, DNS, DHCP, WDS, WSUS
- ★ Creating and managing user profiles
- ★ Windows 2012 routine backups
- ★ Handling Factors ERP software
- ★ Email Configuration – MS outlook 2010
- ★ Printer configuration and troubleshooting

Certification Details:

- ★ MCP Certification number G508 -4800 in achieved by date of 19/01/2018.
- ★ MCSA Certification number G669 -5903 in achieved by date of 22/02/2018.
- ★ MCSE Certification number G909 -7519 in achieved by date of 01/09/2018
- ★ Completed **CITCA (Certified IT & Cloud Architect)** in CMS Talent Dev. Centre, Vadapalani, Chennai from August 2017 November 2017

Technical Skills

- ★ OS Installation.
- ★ Printer configuration
- ★ Outlook configuration
- ★ Software installation
- ★ Desktop and network troubleshooting
- ★ Windows Server 2012 – Active Directory
- ★ DNS and DHCP
- ★ Basic Networking knowledge
- ★ Web Technologies – HTML and CSS, web designing

Education Details

2011 – 2014: BE – CSE from Scad Engineering College secured First Class
2009 – 2011: Diploma – CSE from Scad Polytechnic College secured First Class
2007 – 2009: HSC from Periyar Hr. Sec School secured First Class
2006 – 2007: SSLC from Tilak vidyalaya Hr. Sec School secured First Class

Personal Details

Father's Name : Mr. S. Sirajudeen
Date of Birth : December 04, 1991
Gender : Male
Driving License : Bahrain.
Marital Status : Married
Linguistic Skills : English, Tamil and Malayalam, Hindi(speak)
Permanent Address : No:48/10A, Sannathi Street, Cheranmahadevi, Tirunelveli.
Present Address : Block no:318, Villa no:2011, Road no:1835, Al-Hoora.