# Anoop Radhakrishnan

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## PROFESSIONAL SUMMARY

A self-motivated professional with the ability to quickly master new technology to drive process improvements. A strong team player with excellent communication and collaborative skill to reach any level in the organization with an ambition to portray a vital role in any given task and adding significant value to the business. A high performing individual, demonstrating drive, enthusiasm and initiative, with the ability to work well under pressure and delivering results to ensure high standards.

## SKILLS

GUI : Visual Basic

Desktop Support ,Web Designing

CCNA, Adobe Dreamweaver

HTML basic coding for Web page designing

Adobe Photoshop CS5

MS Office (95/2003/2007/2010/2016)

Firewalls

Microsoft Exchange Server 2003/2008/2008R2

Firewalls, VPNs and security products

TCP/IP protocol

C , C++ , JAVA , .NET

Troubleshooting

Network security

Cost estimates

Switches and routers

Network infrastructure administration

## WORK HISTORY

**IT Associate Manager** • *UAE Exchange Centre Co Bahrain W.L.L Bahrain*

- June 2013 to Current
  - Plan, organize, control and evaluate IT and electronic data operations.
  - Manage IT staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance.
  - Implement and coordinate systems, policies and procedures.
  - Ensure security of data, network access and backup system.
  - Act in alignment with user needs and system functionality to contribute to organizational policy.
  - Identify problematic areas and implement strategic solutions in time.
  - Audit systems and assess their outcomes.
  - Implementing, operating and maintenance of all the support resources provided by the Global Head Quarters, UAE.
  - Avaya Telephony Manager Installation and implementation.
  - Managing 13 locations of approximately 100 staffs.
  - Maximize efficiency in IT resources and processes.
  - Optimize site processes to ensure high team performance.
  - Determine areas of improvement for cost control and initiate changes.
  - Managing the firewall policies implemented across 13 branches in Bahrain.
  - Symantec cloud management.
  - Reporting all the necessary needs and ideas to be implemented in Bahrain directly to the Global Head Quarters, UAE.
  - Manage and monitor all installed systems and infrastructure to ensure the highest level of availability.
  - Provided outstanding helpdesk service and support to employees.

**Desktop Support Engineer**  •  *Transworld IT*
Al Hidd, Muharraq Governorate  •  March 2013 to May 2013
  Work duties:
- Implementing, operating and maintenance of all the support software of the Bahrain Ministry Notary System.
- Maintenance of all the IT hardware and software for all the users.
- Troubleshooting all the software and hardware issues given by the users.
- Reports of all the backups and weekly analysis to the concerned Line Manager.
- Proposed technical feasibility solutions for new functional designs and suggested options for performance improvement of technical objects.
- Consistently met deadlines and requirements for all production work orders.
- Provided continued maintenance and development of bug fixes and patch sets for existing web applications.
- Managed firewall, network monitoring and server monitoring both on- and off-site.
- Ensured network, system and data availability and integrity through preventative maintenance and upgrades.

**IT Analyst**  •  *Ahmed Mansoor Al-A'ali Co.Bsc*
  •  March 2009 to October 2012
  Work duties:
- Active Directory Management (Windows Server 2003).
- Windows Server 2003/2008/2008R2 installation and implementation.
- Resource migration under Domain.
- Exchange Server Operation and Maintenance procedures.
- In-depth understanding of data recovery procedures and security precautions.
- Internet Security and Acceleration Server 2007.
- Hardware/Software support and Troubleshoot.
- Log and report calls using Spice works.
- Detailed and accurate management of all the IT Assets including all the site offices.
- Produced ad hoc reports and documents for senior team members.

**IT Technician**  •  *Megabyte Computers, Bahrain*
  •  December 2012 to February 2013
- Megabyte Computers Bahrain.
- 15th Dec 2012 -26th Feb 2013 Work duties:.
- Software and hardware support for all the customers On/off site.
- Updating all the price variations of all the IT hardware and software.
- Preparing quotation as per customer requirement.

- Information Technology Strategy Development -BIBF
- ISO 9001-2015 QMS.
- CCNA -Global Institute Bahrain

EDUCATION

**B-Tech** - Information Technology  •  *Rajiv Gandhi College of Engineering and Technology*
Pondicherry, PY  •  2008

**Senior Secondary** - Amrita Vidyalayam,Palakkad, Kerala  •  2004

**Higher Secondary** - Isa Town, Central Governorate,Bahrain  •  2001

PERSONAL
INFORMATION
- ID/Drivers License (BAH)-   860924521
- Date of birth-   September 14, 1986
- Religion-   Hindu

- Nationality-    Indian
- Marital Status-    Married
- Height-    172 cm
- Passport No.-    E6101828

**REFERENCES**

- Mr. Akash Nainwal

General Manager
UAE Exchange Bahrain
Ph: +973 17227484

- Mrs. Linda Rae

IT Manager
Ahmed Mansoor Al-A'ali
Ph: +973 17265555

**LANGUAGES**

English, Hindi, Malayalam

**DECLARATION**

I hereby declare that all the above furnished details are true to the best of my knowledge and assure you that I will commit to my best if so ever I am chosen to work with you.