

# **CURRICULUM VITAE**

**JOEL PREETHESH D'SOUZA**

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## **Summary:**

- 4+ years of experience in, System administration, VPN support, CCTV and access control system, Printer Management helpdesk support in the area of system integration, installation, configuring and troubleshooting with expertise on desktops, servers such as Windows 7, Windows 8.1, Windows 10, POS setup and Configuration, Menu and other Setup in POS, and Hyper-V.
- Good communication and interpersonal skills
- Administration & Monitoring of different operation systems – designed the active directory domain on windows 2008 & 2012.

## **Education:**

- ❖ Diploma in Computer Application, April 2014
- ❖ Professional in GCIIMS (hardware and networking, MCITP, CCNA, REDHAT, LAPTOP Servicing)2012-2013
- ❖ Diploma in Computer Science.

## **Professional skills:-**

- Installing the POS systems, adding/changing the menu Items, adding the user and user rolls, Preparing the sales report, MSR reader configuration in POS.
- Installing Windows 7, windows 8,8.1, windows10, Windows server 2012R2
- Assembling the PC like hardware, Ram, Hard disk
- Installing & Troubleshooting Various kind of software's
- Installation, commissioning, testing and servicing of CCTV.
- Access control, door intercom and intruder alarm system
- DVR & NVR Installation & CCTV Installation.
- File server Management, giving a folder rights for the users.
- Outlook configuration & Installation in client System.
- Firewall Cyberoam configuration & Policies
- Crimping Punching & Cabling
- Troubleshooting Users issue based on their problems.
- Installing Access points, Switches, Routers & Hub.
- Active Directory User Management & Policies.
- Installing Antivirus Server & Clients (Symantec, Kaspersky)
- Back up & Restoration.
- Installing Local Printers, Network Printers.
- Basic level support for Mac Pro, MAC Book

### Responsibilities:-

- Installation of windows.
- Installation of Different Types of software's.
- Installation of different types of Anti-virus.
- Troubleshooting and supporting Microsoft Windows 2008 & 2003 Servers, Windows 7,8 & 10, Windows XP and Windows Vista Operating Systems.
- Providing technical support for various network, hardware and software related problems.
- Configuring different Types of Access Points.
- Network Rack installation, Cable Management.
- Designed and deployed networks as per the company requirement.
- Carried out network address assignment, assignment of routing protocols.
- Handled network infrastructure devices and equipment.
- After sales support and troubleshooting to various valued clients.
- LAN and WAN troubleshooting and maintenance whilst ensuring compliance with SLA
- Handled different tasks such as network address assignment, assignment of routing protocols etc.
- Installation of different software's, hardware's after sales.
- Perform ongoing performance tuning, hardware upgrades, and resource optimization as required
- Worked in VTP and other switching technologies.
- Knowledge firewall technologies.
- Knowledge in remote troubleshooting skills.

### Professional Experience:

- Present Working in **Karami Group** (Bahrain) (**Restaurant & Trading**), since September 28, 2018 as an Information Technology Specialist.
- Worked in **Sonata Information Technology** (Bahrain), since October 2016 to Dec 2017 as an IT and security system Technician.
- Worked in **Convergent Communications** (Mumbai), since Jan 2015 to Sept2016 as an System Administrator.

### Technical Background:

- Other Applications : Microsoft Word, PowerPoint, Excel.
- Operating Systems: Windows10,Windows7,Windows8,server-2008,2012R2, Hyper-V

### Personal Profile:

<b>Name in Full</b>	:	Preethesh Joel Dsouza
<b>CPR No.</b>	:	940135175
<b>Date of Birth</b>	:	15/01/1994
<b>Gender</b>	:	Male
<b>Marital Status</b>	:	Single
<b>Nationality</b>	:	Indian
<b>Languages Known</b>	:	English, Kannada, Konkani, Hindi, and Tulu.
<b>Passport Number</b>	:	M0594046
<b>Address</b>	:	Udupi – Karnataka
<b>Bahrain Driving License</b>	:	Yes

### References:

- **Mr. Prashant Pai** (Manager – Convergent Communication India Pvt. Limited)  
Contact: +91 9019852226 / Email: [prashanth.p@i-on.in](mailto:prashanth.p@i-on.in)
- **Mr. Velson Ashwin Cardoza** (Operation Executive- Karami Group)  
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