



SANDEEP ROSH

IT SUPPORT TECHNICIAN

❖ Profile

With over 15 years of experience as an IT Technical Support professional, seeking an opportunity to utilize my technical expertise to provide timely, cost-effective IT support and maintenance in a challenging environment.

With my proficiency in troubleshooting hardware, software, and network issues, I am confident in my ability to help optimize network performance, maximize security, and streamline operations

❖ Contacts

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❖ Personal Details

Date of Birth : 15/05/1986
Passport No : U0576147
Date of Issue : 03/10/2019
Date of Expiry : 02/10/2029

❖ For References

Mr. Harif Ismail, EM Technology
+966554742250
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EDUCATION

- ❖ Diploma in Computer Hardware & Networking
Technical Education Society of India
- ❖ Pre-Degree-Course
Guhanandapuram HSS, Kerala, India

WORK EXPERIENCE

- ❖ EM Technology, Abha, Saudi Arabia
From December 2012 - Still Continuing...

Diagnose and solve IT technical issues including desktops, laptops, printers Install operating systems, applications, either using remote access software or by visiting the Client site.
Maintain and upgraded hardware and software,
Wireless and wired networking and infrastructure configuration and server installation, Supported the various operating systems and software packages currently in use, Complete loosed data recovery and backups, CCTV camera & IP camera installation, DVR & NVR configuration and support.

- ❖ Dreamz Infotech, Kerala, India
From June 2009 - To November 2012

Acted as a Service technician for all onsite services,
Solve all kind of IT issues, configure computer software systems, Printers troubleshooting, provide on-site support and troubleshooting of network equipment - Routers, switches, and firewalls Network hardware cabling and infrastructure support check and resolve issues quickly and efficiently

- ❖ RMS Systems, Bangalore, India
From July 2007 - To March 2009

I started my career in this organization Worked closely with IT professionals and learned from how to meet the support needs of a fast-paced technology. Discovered & learned innovative solutions to common and exceptional problems identified on help tickets assigned by the team supervisor and departmental manager

SKILLS

- ❖ High level of computer hardware & Networking knowledge
- ❖ Networking Development & Wireless Networking
- ❖ System Security, Backup and Recovery
- ❖ Administering and monitoring performance of LAN/WAN
- ❖ Printers & Peripherals troubleshooting
- ❖ CCTV camera & IP camera installation, DVR & NVR configuration, access and support
- ❖ Excellent customer services skills
- ❖ Ability to work for long hours while bending and climbing