**Shakil Neroth Karunan**

Port Saeed, Deira, Dubai

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+971 527038018

**Personal DetailsBirth Date:** 28 January 1987

Passport # K9214558 (India)

Currently in UAE visit visa (valid till 29th January 2022)

**Industry:** Banking & Finance, Customer Service, IT Operations & Helpdesk, Installation & Maintenance, Technology

# **Work Experience**

## Customer Engineer

**Ncr corporation India Pvt ltd – Kerala, India**

July 2015 to April 2021

* Carried out preventive maintenance and breakdown service for NCR ATM machines and other associated devices like CCTV, access control system, intrusion detection systems, POS terminals, IP phones, network switches, routers, modems etc.
* Monitor the performance of the all systems and address issues as they arise.
* Disassemble, assemble, troubleshoot, repair, refurbishment of all electronic and mechanical modules like cash dispenser, depositor, card readers, scanners, printers, alarm panel and depository.
* Identify sources of certain customer issues using diagnostic tools and resolve within SLA.
* Install hardware and software on computer to keep versions current.
* Provide technical remote support for software reconfigurations to aid in function customization.
* All versions of Windows OS and server administration, upgrade, backup and recovery.

## Activity Engineer

**Maha Electronics Pvt ltd -Kerala, India**

August 2013 to June 2015

* Carried out preventive maintenance for NCR ATM machines.
* Software and hardware installation of new ATM machine as per the banks requirement.
* Coordinates with network, switch, and software teams together to make the machines live.
* Record and prepare installation documentation of the commissioned sites.

## Technical Support Executive

**C Cubed solutions Pvt ltd – Bengalore, India**

November 2011 to August 2012

* Chat support given for the customers of Sony Vaio in US and Canada.
* Remotely access the computer and troubleshoot hardware and software issues.
* Refer the customers to nearest service centers if any hardware issues found.

# **Education**

## Diploma in Electronics and communication

Council for technology and science - Cannanore, Kerala

September 2011 to April 2014

## High school or equivalent in Mechanic motor vehicle

Industrial Training Institute - Cannanore, Kerala

August 2004 to July 2006

**Skills**

* CCNA training done (Less than 1 year)
* Installation and maintenance of CCTV, Access control, Network devices etc. (5years)
* Computer networking and hardware (8 years)
* Servicing ELV devices and mechanical parts (5years)
* Experience in remote support tools
* Knowledge in Firewalls, Routers, Access Points, IP phones and mobile devices

# **Certifications and Licenses**

## CompTIA A+ and N+

June 2011 to Present

Certificate course in PC technician A+ and certificate course in network technician N+ from NIIT.

**Referance**

Suriyanarayanamoorthi (FSM-NCR Corporation India Pvt. Ltd)

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