
RAJANEESH. V. G

Deira, Dubai.

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OBJECTIVE

To secure a position in a modern, technologically-driven organization where, by virtue of my extensive technical & professional experience, I can employ my abilities to promote the continued success of the company while shoring up my career and organizational benefits.

PROFESSIONAL EXPERIENCES

Prompt Information Technology, Dubai, UAE

IT Support Specialist from 01-Nov-2018 to 30-April-2020

(Under Contract with McDermott, Jafza UAE, Money Exchanges & Other Companies)

- Responsible for user support and problem resolution for desktop computers, network access, E-mail across the client of UAE, OMAN.
- Handling day to day Customer Calls, Maintaining Customer Service Report.
- Network and system security solutions as well as Monitoring.
- Installation, configuration, and deployment of O.S for imaging and deployment through SCCM Lead and deliver Infrastructure deployment, Enterprise Application Integration and Application development projects.
- Lead all system integration/migration projects.
- Responsible for Configuring Windows 10 Migration on multiple systems.
- Designing and implementing the complete infrastructure for the clients.
- Configured Centralized Anti-virus Administration (Sophos & ESET Node32).
- Configured local storage Devices (NAS)
- Designing and implementing wireless architectures (NetGenie & DrayTek)
- Manage backups, recovery processes and disaster recovery documentation.

LANDMARK GROUP, DUBAI, UAE (The Babyshop LLC)

IT EXECUTIVE From 09-07-2008 to 19-12-2017.

UAE-based **Landmark Group**, (www.landmarkgroupme.com) the Gulf's leading MNC retail concept company is built on the philosophy that the 'Customer comes first'. Since its inception in 1973.

- Responded to requests for technical assistance in person via phone and remotely for the following technologies: Windows and Mac OS based end points (Laptops & Desktops).
- Monitoring more than 350 Landmark outlets for hardware & software related issues.
- Provide support for Office 365.
- Installation & configuration of Lotus Notes & Outlook Mail.
- Managing Active Directory & Perform daily database and day backup.

- Configuring and managing backup & restore procedures.
- Provide Helpdesk support, remote support and hands-on support to the end-users.
- Coordinate with third party support service providers for vendor Support.
- Setting up new PC and Server including installation and configuration of necessary software.
- Provide support for CCTV & Access Control Biometric Attendance Machines.
- NEC & FEC POS Machine Installation, troubleshooting and maintenance in store level.
- VeriFone (Single Swipe Credit Card Terminal) Installation & Configuration at store level.

LOGIN INFOWAY, NAVI MUMBAI, MUMBAI, INDIA

SYSTEM ADMINISTRATOR from 06-11-2006 to 14-01-2008.

- Respond user requests for technical support.
- Installation & configuration of internet, Network Printer & Outlook.
- Providing consultation to customers and responding to customer calls etc.
- Handling day to day Customer Calls, Maintaining Customer Service Report.
- Administration and troubleshooting office Network, Responsible for data backup of all departments.

PROFESSIONAL CERTIFICATIONS

- MCSA - Microsoft Certified System Administrator.
- MCP - Microsoft Certified Professional.
- Diploma in Computer Hardware and Networking.

EDUCATIONAL QUALIFICATIONS

- **Master of Computer Application (MCA)**
University of Calicut, Kerala State, India.

PERSONAL DETAILS

Sex	:	Male.
Nationality	:	Indian.
Marital Status	:	Married.
Languages Known	:	English, Hindi, Malayalam & Tamil.
Driving License	:	UAE Valid Driving License.
Visa Status	:	Family Visa.

PASSPORT DETAILS

Number	:	K4601099.
Date of Issue	:	19 FEB 2012.
Date of Expiry	:	18 FEB 2022.

DECLARATION

I do here by declare that all the information's provided above are true to the best of my knowledge.

RAJANEESH.V.G