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| CVdatabaseAvatar m | ***Jass Benny George******IT Support Analyst ~ NETWORKING OPERATIONS****An achievement-driven professional targeting assignment in* ***IT Support Operations and Networking Operations.*****Location: UAE****Experience:5Years** |
| **Mobile:12345678Email:*****owcareers@gmail.com*** |

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| knowledge24x24iconsProfile Summary |
| * A goal-oriented professional with 5 years of experience in Network Administration and System Administration
* Skills in enhancing network systems & provisioning support for system engineering activities entailing mapping business processes, studying workflow to design technical solutions, & enhancing competitive advantage
* Experience in analyzing information system needs, evaluating end-user requirements, custom designing solutions, troubleshooting for complex information systems management
* Proficient in managing configuration, maintenance, migrations of large-scale engineering systems and application software & hardware devices with a focus on systems / network administration including diverse networking set-ups
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| **core24x24icons**Core Competencies

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| **Incident & Request Management** |
| **Windows Server User Management** |
| **Network & System Monitoring** |
| **IT Support Operations** |
| **Asset Management** |
| **IT Training** |
| **Technical Documentation** |
| **CDR Analysis & SIP Protocol Analysis** |
| **VoIP Switching & Routing** |
| **Traffic Monitoring** |
| **Vendor Coordination** |
| **Remote, On Call & Chat Support** |

 | edu24x24iconsEducational Details * Bachelor of Engineering (Computer Science) from SA Engineering College, Anna University Chennaiin 2012

DiplomaCertifications* Microsoft Certified Solution Associate (MCSA) Windows 2008 R2
* CMS Certified Desktop Administrator (Independent Course)

Bulls eyeAccomplishments***BTG Group Inc / D- Flix IT Support LLC, UAE**** Proactive Monitoring of call traffic for various destination all over the world. Monitored over (1K to 1.5K) call traffic per second on average.
* Capability to works as a stand-alone NOC and first point of contact for customers.
* Supervised and maintained Quality of routes by voice quality testing & reports.
* Drafted the changes made in the system and Ticket management.
* Enhanced the profit by identify low cost vendors for certain destination and route calls traffic towards them.
* Skills in prioritizing issue and resolved the same with multitasking skills.

***Elitser Technologies LLC, UAE**** One of the Seniormembers in Data Center Infrastructure ManagementTeam Client: Etisalat, UAE& FNT.
* Conducted training on Service desk/ Asset Management for the following Clients: AD GAS, Fly Dubai &NMC Hospital Abu Dhabi.
* Led the management of IT asset tagging team. (3k to 4k) assets data collected & tagged for multiple customers.
* Developed, modified and deleted software, installed parts and volumes.
* Assisted as Service Desk Engineer in Transgurad Group, UAE.

***HCL Info systems, Chennai**** Managed the installation and configuration of Microsoft Windows 2008/2012 servers, software releases and patches
* Managing DHCP Server Scope Creation and IP Reservation.
* Solved service request based on BMC Remedy Ticketing System and coordinated with customers to resolve their issues within SLA.
* Configured WDS Servers and deployment of Windows Operating Systems in Client Machines.
* Provided Remote & On Call Support for users & customerswith 90%customer satisfaction rate.
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| ComputerITSM& Other Tools* **BMC Remedy**
* **Freshdesk**
* **Manage Engine Service Desk+**
* **Manage Engine Desktop Central**
* **Bar Tender Bar-Coding Software**
* **Symantec Antivirus**
* **OP Manager**
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| SignalExperience TimeLine

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| **Organization:BTG Group Inc/ D-Flix IT Support LLC, UAE****Duration:Apr’16 –Dec’18****Role:Technical Support Network Operations** |
| **Organization:Elitser** **Technologies LLC,UAE Duration:Jan’15 - Mar’16****Role:Jr. Technical Consultant** |
| **Organization:HCL Info systems, India,Duration:Jan’13 – Feb’14****Role:Associate IT Engineer** |

Notable ClientsServed* **Fly Dubai**
* **Etisalat**
* **Transguard Group**
* **NMC Hospitals**
* **AbuDhabi GAS**
* **SIBCA**
 | exp24x24iconsWork Experience***BTG Group Inc/ D-Flix IT Support LLC, UAE from Apr’16 –Dec’18 as Network OperationsTechnical Support Engineer**** Examining and analyzing VoIP calls using Webcdr; maintaining quality of routes based on certain and KPI’s.
* Supervising Voice Switching operations like tracking CDR’s in switch, examining issue based on SIP cause codes, developing & modifying routes in switch based on country codes and so on.
* Creation, Deletion & Modification of routes in switch based on country codes / Telecom Operator codes.
* Blocking / Un blocking of customer and vendor voice trunks based on sales team request.

***Elitser Technologies LLC, UAE from Jan’15 - Mar’16 as Jr. Technical Consultant**** Providing support on Installations, Technical Presentation, Technical Trainings, Product Demo and Technical Documentation.
* Provide training to clients on Asset management, Barcode Mapping and effective tagging of Assets.
* Assisting Data Center Infra Structure team on accurate data collection regarding devices, cablings, power Supply& racks within the Data Center.
* Provide L1 support on Manage Engine (ITSM) Products.
* Provide L2 Desktop Support for customer in absence of the concern Engineer.

***HCL Info systems, India, Chennaifrom Jan’13 – Feb’14 as Associate IT Engineer**** Troubleshooting technical issues and escalate complex problems to appropriate support teams for resolutions.
* Maintain and Support servers, computers,Laptops, printers,software’s and hardware peripherals.
* Set user access rights and permissions and create VPN accounts for users.
* Trouble shooting basic VPN, LAN issues & wireless router issues.
* Tracking and reporting on contract, license, AMC, support renewals etc.
* Perform preventive maintenance procedures to avoid system failures.
* Inventory management of software and hardware components.
* Install antivirus software and oversee software license renewals.

Technical Skills**Operating System:** Windows Servers 2008&2012& Client OS 7, Vista &10.**Directory/Protocols:** Windows ActiveDirectory (User & Group Policy).**Protocols Handled:** DNS, DHCP & SIP**Switches:** Sansay Voice Switch.**Networking:**  Basic Router configuration.**Telecom Reporting:** WebCDR & Telerix.**Familiar IT Standard:** ITIL.**Other Tools:**  MS Office Suite, Office 365 Basics. |
| Personal Details**Date of Birth:** 13th November 1990**Languages Known:** English, Tamil & Malayalam**Address:** Manila Supper Market Building, Flat 604, Al Nadha, Sharjah**Nationality:** Indian**Email Address:** jass.benny@gmail.com**Mobile Number:** +971 506254477**Marital Status:**  Married**No. of Dependents:** 2**Passport No:** K8985454**Visa Status:** Visit Visa (Transferable) up to April 15th**Driving License, No:** 63653204Valid UAE license (Up to 2027)**Notice Period:** Immediate joining |