|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | 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***](mailto:owcareers@gmail.com) | | | |
| 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 | | |
| **core24x24icons**Core Competencies   |  | | --- | | **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. |
| ComputerITSM& Other Tools   * **BMC Remedy** * **Freshdesk** * **Manage Engine Service Desk+** * **Manage Engine Desktop Central** * **Bar Tender Bar-Coding Software** * **Symantec Antivirus** * **OP Manager** | |
| SignalExperience TimeLine   |  | | --- | | **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 | | |