Dibin B.V

Technical support engineer
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A challenging position in the field of Systems Integration, Networking, Computer Systems technical support or Computer Systems Administration that provides an opportunity to work on state of art Information Technology with lots of scope for Professional advancements.

Willing to relocate: Anywhere

Work Experience

Customer Support Engineer

Focuz Infotech - Calicut, Kerala
May 2018 to Present

End to end support of desktop, laptop and server related problems

Technical support engineer

Accel Frontline Limited - Calicut, Kerala
June 2012 to Present

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• 5years of Experience in Technical Support with IT Company.
• Wide exposure in Installation, Management and Troubleshooting on Windows clients and servers
• Act as a technical resource and provide technical Support. Troubleshoot a variety of problems.

Currently working as Engineer in ACCEL FRONTLINE LTD, Cochin Regional Office.
Company Profile: Accel Frontline Ltd is leading IT Integration company providing end to end solution in every field of an Organization's IT requirement. Company is pioneer in Supply and maintenance of IT Hardware and Operating System level requirements in Intel/RISC based machines, networking equipments, security solutions and facility management

Designation: - Engineer - Customer Services

Roles & Responsibility:

• Installation and Management of Windows Servers and PC's.
• Troubleshooting the problems in Windows Servers and PC's.
• Creating and managing the network.
• Configuration of DNS, DHCP, DC Servers in Windows
• Troubleshooting of problems occurred in servers, clients and printers at customer's end.
• Antivirus Management.

- Monitoring Client Systems.
- Trouble shooting Hardware problems in the systems.
- Setting Access Permissions to folders.
- Assembling Computer System & their H/W, S/W, Multimedia & Installing Add-ons on all said OS.
- Operating systems - Windows 98, Windows XP/2000/Vista/Win7/Win8, Windows 2000/2003/2008 Server
- Troubleshoot the problems occurred in computers and peripherals at customer's end.

Project in ACCEL FRONTLINE: -

1 Hardware and system maintenance support

Responsibilities

Installation, configuration, testing, Corrective and Preventive maintenance for PC's, Printers, Systems, LAN, Internet problem, Configuring MS outlook in clients, Installing various windows operating systems, Maintaining Domain controller, , DNS, DHCP, etc

Hardware

- HCL, DELL, IBM, WIPRO, HP Pentium II, III, IV Systems,
- DMP, Network Printer, LaserJet, Inkjet and Line printers

Operating System

- Windows 98/ 2000/ XP / Vista/7/8
- MS Server 2000/2003/2008
- Linux

Education

Diploma in Computer Hardware & Networking
accel it academy

Skills

ibm db2, Microsoft Office,remote access, top ip (5 years)

Awards

good worker
March 2017

Good working for treasury installation

Certifications/Licences

Best performer

May 2018 to Present

Got best performer award in accel frontline Ltd for commercial tax installation work (under govt of kerala office)

Additional Information

Skills:
• Knowledge of Windows 7/XP/Vista, 2000/2003/2008 Servers
• Knowledge of managing Active Directory and Users.
• Implementing ADS in 2003 server
• Configuring DNS, DHCP
• Knowledge of Hardware and Networking.
• Creating IP routing with static routing, Default routing, and dynamic routing
• Knowledge of LAN, WAN, TCP/IP concepts of networking
• Configuring & Managing Network Printers.
• Supporting IBM DB2 database in Treasuries