Contact info:

+91-9947688127 (Mobile)
nidhinjfv@gmail.com.
Alappuzha, Kerala, India.

Top Skills

Networking

Technical Support

Server& client support

Firewall Config

Cisco

Routing&switching

Microsoft Office

Microsoft Outlook

System Integration

Data recovery,Storage

Datacenter , BMS

Antivirus Updates

Tally installation&

Config, EDP

Dns & Ads

Pc Upgradation

&Troubleshooting

Software support

Installation&config

Network printer

Cctv, Dvr & Nvr Conf

Windows server &

client OS

WI-FI, Access point

Languages

English (Professional Working)

Malayalam (Native or Bilingual)

Tamil (Professional Working)

Certifications id:
- CISCO ID: CSCO12735283.

NIDHIN FRANCIS

SYSTEM AND NETWORK - ADMINISTRATOR.

EXPERIENCE   9 years.

- **PROMATAS GROUP OF COMPANIES**
  Promatas Technical Support in Al jenaibi international automobiles LLC, Muscat, Oman.
  (Network, BMS, CCTV Site Monitoring & Data Center Management)
  September 2017 – January 2022.
  Muscat, Oman.

- **COCHIN PORT TRUST**
  WIPRO Technical Support in cochin port trust.
  (Network, Server & client support, Data Center.)
  March 2015 - August 2016.
  Willingdon Island, kochi, Kerala, India.

- **MASTERMIND**
  Trainee -Service Engineer. (System & Network)
  February 2012 - January 2015 .
  Alappuzha, kerala, India.

- **TECHNICAL CERTIFICATION**
  CCNA (Routing & Switching) 2014.
  Cisco Certified Network Associate.

  - ACHIEVEMENTS&AWARDS

- ✓ **2018 - CERTIFICATE OF APPRECIATION**

  PROMATAS GROUP . (Project Management Technology & Service LLC, Muscat,Oman.)

OBJECTIVE

A highly competent and organized system engineer with experience of installation and administration
Possessing a proven ability to assist with the day-to-day running of an IT department and its business
IT systems, Extensive knowledge of monitoring and controlling data security within guidelines to ensure
compliance and report on possible improvements. Well mannered, articulate and able to act as point
of contact for colleagues and external clients.

Looking for a suitable systems&Network administrator position with an exciting
and innovative Company that offers room for progression. And to continue my career through quality
service at the next level.

TECHNICAL SKILLS

- Experience as System & Network Technical Support. (9 +YEARS).
- Expertise in medium/large sized LAN/WAN configuration with CISCO equipments, wireless network configuration, Windows 2003/2008/2008/R2/2016/R2 server first level administration.
- Troubleshooting problems of internet and intranet sites and installation of windows 2000 professional and xp, vista, windows 7, windows 8, and windows 10 for clients.
- Identifying and solving any problems that affect computer operating system.
- Servicing and troubleshooting IT related equipment's.
- Strong Experience in configuring CISCO based routing , route redistribution etc., and switching e.g. VLAN implementation.
- Experience in managing the Service support team, day to day operations and maintaining customer relationship.
- System integration, Troubleshooting, PC Assembling, Software Installation, PC Upgradation, laptop service
- Server and client windows operating system supports.
- Remote Administration using terminal service, VNC, Team viewer, AnyDesk and Ammyy Admin .
- IntelliAdmin remote control server.
- Monitoring networks running status through CISCO network management console system
- Managing Datacenter
- To check Anti-virus updates and expiry.
- Expert in First level server support.
- My work is mainly concentrated on PC'S, Peripherals and management of networks.
- Maintaining & configuring the PCs & Projectors in conference halls.
- Recovering the important data from damaged hard disks is one of the major duties of our lab.
- We are responsible for antivirus installation.
- Producing documentation on operational, system and user procedures & guidelines.
- Maintaining maximum availability of supported services for users.
- Public folder Maintenance.
- RJ11, RJ12, RJ45 sockets, CAT5&CAT6 cables and wall sockets termination crimping and checking.

- Ensure adequate antivirus protection & solutions are maintained and updated.
- Mailbox Restoration.
- Administration and Maintenance of Windows based network of over 250 workstations and 40 Servers (1st level support). COPT
- Managing& checking daily datacenter activities.
- Configuring outlook.
- Recovery of mail messages from backups or mail data stores. (Microsoft outlook).
- Data Recovery.
- Co-ordinate with various IT vendors like IBM, HP, WIPRO, DELL, CISCO, FORTINET &ARUBA
- Overall coordination with different vendors along with mailing, security, networking, hardware etc.
- Effective level of oral and written communication to undertake routine management, reporting, log updating and reporting to dept. head.
- Performs routine preventive maintenance on hardware and software. Conducts technology orientation and exit briefing for all staff; prepares systems for new and existing staff.
- Wi-Fi Access point Configuring and Troubleshooting.
- Managing and controlling Cisco switches, Fortinet and Pix firewalls.
- Handling IT facility management through the latest updates and customers' requirements.
- SAP-GUI installation and configuration - Copt client pc's.
- CALMS installation and configuration - Copt client pc's.
- Supporting **Cochin Port Trust Hospital's** IT infrastructure
  - ✓ Installing client Database (Oracle 11i)
  - ✓ Installing and configuring HMS (Hospital Management System-Mediware) application
  - ✓ Configuring different types of modules (Clinical, Store, Pharmacy, IP and OP)
- Testing of computers and ensuring that systems are functioning properly.
- Physical setting up of computers and software systems installation for various computers applications and programs.
  Al Jenaibi International Automobiles LLC. (bmw, mini, rolls royce, motorrad -Showroom).
  - ✓ Reporting daily datacenter Activities to dept. head.
  - ✓ Submitting daily checklist through E-mail and filing copies.
  - ✓ Technical support to client.
  - ✓ Cctv site monitoring, & checking data backup.
  - ✓ Multi computer use and functions of computers, phone systems, alarm systems, turnstiles and troubleshooting all of the security related issues.
  - ✓ checking daily surveillance data &backup.
  - ✓ Respond and reports alarms, suspicious activities, and violators in accordance with established procedures and policy.
  - ✓ Co-ordinate with various NVR & DVR vendors like WatchNET, HIKVISION, DAHUA, HONEYWELL. Network Vendors like CISCO, ARUBA & NETGEAR.

- ✓ Network and network switch configuring.
- ✓ Fire alarm and burglar alarm reporting&log updating.
- Experience of developing, enhancing and supporting application systems.
- Service oriented.
- Combined with the ability to interact confidently with clients to establish what the problem is and explain the solution.
- Expert in IVMS, Watch*NET* multisite manager installation and configuration.

EDUCATIONAL PROFILE

- Graduation. (B.com)   : Kerala university , 2010-2013.
- Plus two   : Board of higher secondary education Kerala,   2008.
- SSLC   : Board of Kerala, 2006.

TECHNICAL CERTIFICATION

- IT Hardware&Networking   : SITD megabyte corporate.Tvm, kerala. 2008-2009.
- Diploma in security camera networking: National institute of engineering, kochi, kerala 2015.
- Diploma in laptop hardware   : National institute of engineering, kochi, kerala 2013.

INTERNATIONAL CERTIFICATION

- **CCNA** (Cisco Certified Network Associate) (certified) : IPSR, kochi, kerala 2014.
- **MCSA** (Microsoft certified solutions Associate) course only   : IPSR, kochi, kerala 2014.
- **MCSE** (Microsoft certified solutions expert) course only   : IPSR, kochi, kerala 2014.

TRAINING ATTENDED

- **ACER** . LR infotech, Trivandrum.
- **Hardware and Networking.** SITD megabyte corporate, Trivandrum, Mastermind Alappuzha.
- **Networking.** IPSR Kochi, Cochin port trust.
- **CCTV, DVR&NVR Configuration.**   National institute of engineering,kochi.
- **Data Backup**. Al jenaibi international automobiles LLC.Oman , Cochin port trust .

AREA OF INTEREST

- IT system & network administrator.
- Managing data center day to day activities.
- Service management-technical support.

PERSONAL STRENGTHS

- A friendly, competent and hard worker.
- Believe in hard work and intelligence as part of duty.
- Belief in Self-confidence.
- Quick Learner.

PERSONAL DETAILS

NIDHIN FRANCIS.
DOB:14/01/1989.
ALAPPUZHA,KERALA,INDIA.

CONTACT DETAILS
E-MAIL: nidhinjfv@gmail.com

Alternate e-mail : nidhinjfrancis@outlook.com
MOBILE : INDIA : +91-9947688127.

DECLARATION

I hereby declare that the particulars given above are true and correct to the best of my knowledge and belief.

Date:03.05.2022   NIDHIN FRANCIS.