

JESSON JOHN

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Desktop/Technical Support Engineer | Windows Server & Network Administration

PROFESSIONAL SUMMARY

An energetic, self-starting **Technical/IT Support Professional** working with excellent analytical, organizational, and creative skills. Highly motivated and versatile, employment experience and education show proven ability for analyzing problems, developing and simplifying procedures, and finding innovative solutions.

Proficient **IT Engineer** offering more than **10 years** of experience in hardware, desktop peripherals, IT network systems and firewalls, help desk operations, network maintenance and System maintenance and support. Successful in installing, upgrading, and configuring innovative applications on Windows Operating Systems and software & hardware applications, and outstanding levels of network support and providing technical support to optimize workflows and minimize business interruptions.

Proven success working in high-volume, 24x7 technical support. Demonstrated strengths in rapidly diagnosing, troubleshooting and resolving client issues.

CORE COMPETENCIES

- ❖ Operating Systems
- ❖ System Administration
- ❖ Systems Integration
- ❖ Remote desktop & Remote assistance
- ❖ Hardware & Software installation and configuration
- ❖ Installation & configuration of Antivirus programs
- ❖ Troubleshooting problem Resolution
- ❖ Data Privacy and Protection
- ❖ User Profiles Backup and Restore
- ❖ Sharing folder, sharing device & Printer
- ❖ Identity Management
- ❖ Information Technology Assessment
- ❖ Networking Management
- ❖ Firewall Maintenance

TECHNICAL PROFICIENCY

- Opera PMS, Micros POS, MS Dynamics, Knowcross, FMC, Vision, Vicas, Manage Engine SD+.
- OS - Windows XP, Vista, 7, 10, Windows Server 2003, 2008, 2012, 2016, 2019
- Microsoft 365, Active Directory Administration, Disaster Recovery
- DNS, DHCP, TCP/IP, MS SQL Server
- Networking, Routers, Switches, Firewalls, Routing, VPN, IP Addressing

WORK EXPERIENCE

IT OFFICER

Flora Hospitality - Deira, Dubai

Sep 2019 - Apr 2023

- Managing all operations within IT department including **Software and hardware** installations, Systems updates, upgrade, maintenance and network.
- Administering **Windows Server** systems, troubleshooting and resolving issues where they arise. Served as the resource person to quickly address complex user issues.
- Install, upgrade, support, and troubleshoot **Windows OS**, authorized **desktop** applications, hardware, and peripheral equipment.
- Configure **Antivirus** software to fully protect IT environment.
- Creating and managing users accounts using **Active Directory (AD)**.
- Assisting in **firewall** maintenance throughout the network environment to maintain a secure system.

Environment: User support, Active Directory, Avaya PBX, Networking, Wifi support, Opera, Micros, FMC, Antivirus

IT ASSOCIATE

The Oterra Hotel - Bangalore, Karnataka

Dec 2018 - Aug 2019

- Configuring/troubleshooting user's machines onsite and also remote offices based on their IT architecture setup, requests from users to upgrade their machines hardware/software.
- Installing and supporting all types of **Microsoft Office Products**, troubleshooting **Outlook** and installation of various applications for users.
- Assisted in the **backup and restore** of all systems including the planning of **disaster recovery** for specified systems.
- Completed **password changes** and supplied **active directory (AD)** support.
- Performed upgrades, installation, repairs, configuration, and ongoing usability of **desktop computers, laptops**, peripheral equipment, desktop applications and systems to ensure longevity within established standards and guidelines.
- Served as a technical liaison between IT and upper management in implementing **procedural changes**, software/hardware standards and **standard operating procedures (SOPs)**.

Environment: Remote Support, Active Directory, Office 365, OS Installation and configuration, Hardware Upgradation, Backup and restore, Laptop troubleshooting, Networking.

TECHNICAL SUPPORT

FREELANCER, Pune, Maharashtra

Apr 2018 - Dec 2018

- Provided on-site and remote technical support by performing installation, repair, and preventative maintenance of workstations and related software/hardware.
- Performed **troubleshooting** analysis of servers, workstations and associated systems.
- Assisted in consolidation of physical servers to virtual servers resulting in a substantial **cost savings** in equipment and power.
- Provided end-user systems support: Provides **24 x 7** on-call PC and server site support.
- Responsible for the maintenance and **repair of routers, switches, and backup** systems integral to network functionality.
- Created and updated call logs documenting customer interactions and troubleshooting efforts for problem resolution using **Remedy**.

Environment: Customer Support, Remote support, OS Installation and configuration, Windows Security patches update, Antivirus installation and configuration, Firewall configuration, Backup and restore, Laptop troubleshooting.

PREVIOUS CAREER CHRONOLOGY

SERVICE ENGINEER

Oxygen Digital Hub - Thodupuzha, Kerala

Oct 2017 - Apr 2018

Environment: Customer Support, OS Installation and configuration, Windows Security patches update, Antivirus installation and configuration, Firewall configuration, Backup and restore, Laptop troubleshooting, Hardware upgradation.

SUPPORT ENGINEER

Prudent Technologies Pvt. Ltd [Idea Datacenter] - Hinjawadi, Pune

Feb 2015 - Oct 2017

Environment: Windows Server support, OS & LAN/WAN Installation and configuration, Antivirus installation & configuration, Networking & troubleshooting

SERVICE ENGINEER

Perfect Group - Pathanapuram, Kerala

Jun 2012 - Feb 2015

Environment: User support, OS Installation and configuration, Antivirus installation & configuration, Active Directory, Networking & troubleshooting

EDUCATION

Bachelor of Engineering (B.E) - Computer Science

SCAD College of Engineering and Technology, India

2012


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