



Contact info:

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

Top Skills

Networking & desktop
Technical Support
Server & client support
Firewall Config
Cisco networking
Routing switching
Microsoft Office, 365
Microsoft Outlook
System Integration
Data recovery, Storage
Datacenter
cyber security
Antivirus Updates
Tally installation &
Config, SAP Support
Dns & Ads
Pc Upgradation
& Troubleshooting
Software
Installation & config
Network printer,
WebEx support
Cctv, Dvr & Nvr Conf
Windows server &
client OS
Laptop Service
WI-FI, Access point
Ticket system- service
Access control

Languages

English (Professional Working)
Malayalam (Native or Bilingual)
Tamil (Professional Working)

Certifications id:

- CISCO ID: CSC012735283.



NIDHIN FRANCIS

IT-SYSTEM AND NETWORK – ENGINEER.

EXPERIENCE 10 years 6months.

- **IT SERVICE CONSULTANT AT FREELANCE.**
System and Network Service Consultant.
(Hardware & Network, laptop service, Wi-Fi, Microsoft operating systems, software installation and support, data backup, data recovery, pc upgrading, printer support, antivirus)
February 2022 – present .
Alappuzha & kochi.
- **PROMATAS GROUP OF COMPANIES, MUSCAT, OMAN (www.promatas.com).**
Promatas- system and security engineer in Al jenaibi international automobiles LLC, Muscat, Oman.
(System & Network Tech Support, Bms reporting & Data Center, IT asset management documentation, domain environment, cyber security)
September 2017 – January 2022.
Qurm, Muscat, Oman.
- **COCHIN PORT TRUST .(www.cochinport.gov.in)**
WIPRO Technical Support in cochin port trust.
(System & Network, Server & client support through ticket system, domain environment, Data Center, it asset management documentation.)
January 2015 - August 2016.
Willingdon Island, kochi, Kerala, India.
- **MASTERMIND . (www.Mastermind.net.in)**
Trainee -Service Engineer. (Hardware & Network)
December 2012 - November 2014 .
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.

TECHNICAL SKILLS

- Experience as System & Network Technical Support. (10 Y 6 MONTHS).
- Laptop service.
- 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, windows 10 and windows 11 for clients.
- Linux os installation and support
- 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 and asset management documentation
- 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 Servers (1st level support). COPT
- Managing& checking daily datacenter activities.
- Configuring outlook. And WebEx support
- Recovery of mail messages from backups or mail data stores. (Microsoft outlook).
- Data Recovery.
- Co-ordinate with various 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** (2015-2016) 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)
 - ✓ Microsoft os and application support, desktop and network support
- Testing of computers and ensuring that systems and networks 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.
- Video conference system support.
- Expert in IVMS, WatchNET 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 course only : IPSR, kochi, kerala 2016-17.
- MCSE course only : IPSR, kochi, kerala 2016-17.
- Pursuing Cisco and Azure Administration AZ 104 certification : 2023

AREA OF INTEREST

- IT system & network administration.
- 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.

Father name :Jacob Francis.
Occupation : Tax Consultant.

Marital status: single.

CONTACT DETAILS

E-MAIL: nidhinjfv@gmail.com

Alternate e-mail :
nidhinjfrancis@outlook.com

MOBILE :
+91-9947688127, +91-8848619789.

DECLARATION

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

Date: 30/07/2023.

NIDHIN FRANCIS.