

# BINESH V B

## IT Support Specialist

Location : Dubai, United Arab Emirates

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## SUMMARY

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Technology-driven IT Support Specialist who integrates technical with problem-solving expertise to expand IT operations. Solid knowledge in hardware, information system and network maintenance, troubleshooting, installation.

## SKILLS

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- Linux, ASP.NET, PHP, HTML, C++, jQuery, JavaScript
- Photoshop, MS Office
- Hardware & Software Skills
- Basic Networking
- Installing and configuring computers hardware, software, networks, printers and scanners

## PROFESSIONAL EXPERIENCE

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### **Technical Assistant** 08/2022 – 10/2024

Department of Panchayath, Kerala, India

- Installing and configuring computer hardware, software, systems, networks, printers and scanners.
- Monitoring and maintaining computer systems and networks.
- Responding in a timely manner to service issues and requests.
- Repairing and replacing equipment as necessary.
- Backup & Recovery.
- Maintain server, upgrade, and secure, system backups.
- Installing, configuring and maintaining operating systems, application software.
- OS & Software Implementation and up gradation.
- Knowledge in CCTV.
- Assists in hardware and software evaluation and recommends upgrades or improvements to IT Infrastructure.
- Identifying user impacting issues, finding and implementing solutions.
- Meeting room support – Video conference, audio, and presentation issues.
- Finding the root cause of the problem with in-depth knowledge and experience and reporting to the operations.
- Resolve issues related to operational components for Local Area Networks.
- Managing Squid proxy server.
- Server room support - (Servers, ups, battery, power supply, cabling etc).
- Strong problem solving & analytical skills, ability to work independently, prioritize tasks.

### **Web Developer** 08/2021 – 07/2022

Cactus Prosoft Solutions, Kerala, India

- Designing user interfaces and navigation menus.
- Writing and reviewing code for sites, typically HTML, CSS, XML, or JavaScript.
- Integrating multimedia content onto a site.
- Testing web applications.
- Troubleshooting problems with performance or user experience.
- Creating the website through programming.
- Maintaining the website and supporting the organization/client on website updates.

### **IT Support** 09/2019 – 06/2021

Medico Tec, Bangalore, India

- Providing technical support.
- Repairing and replacing equipment as necessary.
- Perform Daily Backups.
- Installing and configuring computer hardware, software, systems, networks, printers and scanners.
- Monitoring and maintaining computer systems and networks.
- Troubleshooting of IT equipments.
- Firewall & Antivirus support.
- Software configuration and installation.
- Follow up with the support responsible in case of user complaints and ensure that issue fixed.
- Backup recovery.
- Knowledge in CCTV.
- Day to day end user support for all IT Software and Hardware related Issues.
- Server room support - (Servers, ups, battery, power supply, cabling etc)
- Installing, configuring and maintaining operating systems, application software.
- Maintain server, upgrade, and secure, system backups.

### **System Administrator** 01/2016 – 11/2018

Ariston IT Solutions, Kerala, India

- Regularly check system logs, CPU usage, memory usage, and network performance.
- Perform Daily Backups.
- Responding in a timely manner to service issues and requests.
- Software configuration and installation.
- Printer and scanner configuration & troubleshoot.
- Provide technical assistance to end-users for hardware, software, and network-related issues.
- Troubleshoot and resolve system problems.
- Create and delete user accounts as needed.
- Install and configure operating systems, applications, and software updates.
- Maintaining Networks Systems.

## **EDUCATION**

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**Master of Computer Application (MCA) | Bharathiar University | Christ College, Kerala, India**

**Bachelor of Computer Application (BCA) | Bharathiar University | Jyothis College, Kerala, India**

## **ADDITIONAL INFORMATION**

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- Nationality : Indian
- Passport No : N8595292
- Visa Status : Visiting Visa (2 Months)
- Language Known : English, Hindi, Tamil, Malayalam