

SONAL ANDREWS

IT SUPPORT



GET IN CONTACT

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📍 **KM Traders,near Lulu
Al Rashideya 3 Ajman,UAE**

PASSPORT NUMBER : U7322177

DATE OF EXPIRY : 12-11-2030

Nationality : INDIAN

STRENGTHS

Helpdesk Troubleshooting
MS Office
Security Support
Office Administration

EDUCATION BACKGROUND

DIPLOMA IN COMPUTER ENGINEERING
(2017-2020)

SREE RAMA GOVT. POLYTECHNIC COLLEGE
TRIPRAYAR,THRISSUR, KERALA ,INDIA

HIGHER SECONDARY EDUCATION
(2015-2017)

GOVT.HIGHER SECONDARY SCHOOL,KONGORPILLY
ERNAKULAM, KERALA,INDIA

HIGH SCHOOL EDUCATION
(2015)

HOLY INFANTS BOYS HIGH SCHOOL, ERNAKULAM,
KERALA, INDIA

ADDITIONAL COURSE & INTERSHIP

NETWORKING COURSE
(28-01-2021 - 02-11-2021)

COURSE : EXPERT LEVEL NETWORKING
(8 MONTHS) N+ & A+ ,BASICS IN CCNA ,RHSE ,BASIC AWS
SYNNEFO SOLUTIONS ,ERNAKULAM ,KERALA ,INDIA

TWO WEEK INDUSTRIAL TRAINING ON NETWORKING AND
INTERNET TECHNOLOGIES IN REGIONAL TELECOM
TRAINING CENTRE KERLA INDIA

ABOUT ME

Enthusiastic and performance-driven with 1.5+ years of experience providing professional technical support to clients and maintaining hardware and software. Eager to contribute to team success through hard work ,mentor-ship, attention to detail and excellent organizational skills. Clear understanding of the organization goals. Motivated to learn, grow and excel in IT .Consistently saved costs while increasing profits.

WORK EXPERIENCE

SYSTEM ADMINISTRATOR

ALBERTIAN INSTITUTE OF SCIENCE & TECHNOLOGY ,KERALA ,INDIA
5 MONTHS (JULY 2023 - NOVEMBER 2023)

- Manage both Hardware and software issues.
- Implemented various security mechanisms, including sophos firewall
- Remote support to end users,
- User account creation and Desktop configuration.
- IP Management
- Remote support to end users,
- Upgrade systems with new releases and models
- Daily Checking the replication, health, and backups of systems and servers
- User account creation and Desktop configuration.
- Monitoring and Administration on the IT Infrastructure at the site like Laptop,
- Desktop,Printers,Scanners

COMPUTER NETWORK ADMINISTRATOR

KMEA (Kerala Muslim Educational Association) ENGINEERING
COLLEGE,ERNAKULAM ,INDIA
1 YEAR (JUN 2022 - JUN 2023)

- coordinated with Level 1 Technical support specialist to take over calls out theirsupport departments
- OS Installation (server OS, Windows 7,8,10 and various Linux distributions)
- Remote support to end users
- Network troubleshooting such as handling firewalls,switches, and various ISP modems.
- Monitoring and Administration on the IT Infrastructure at the Site like Laptop,
- Desktop, printer, Scanners
- User account creation and Desktop configuration.
- Upgrade systems with new releases and models

IT SUPPORT ENGINEER TRAINEE

SYNNEFO SOLUTIONS,ERNAKULAM,KERALA,INDIA
(NOVEMBER 2021 - FEBRUARY 2022)

- Handles hardware alerting and monitoring fault in NOC
- Coordinated with Level 1 Technical support specialist to take over calls out their support departments
- Network troubleshooting such as handling firewalls,switches, and various ISP modems.
- Troubleshoot complex network and hardware issues, isolating the source of problems and implementing the most cost-effective solutions
- Performed regular backups and disaster recovery procedures to ensure data security and system integrity
- Remote support
- OS Installations
- Manage both Hardware and software issues.

PERSONAL INFORMATION

Nationality : INDIAN
Language Known : Malayalam,Hindi,english
Permanant address : Kalathiparambil House
Chirakkakom,Varapuzha,
Ernakulam,kerala,India
Date of Birth : 19-10-1999
Sex : Male
martial Status : Single

REFERENCE

DR.JESWIN ROY DCOUTH

HOD, AISAT ENGINEERING
COLLEGE,ERNAKULAM,KERALA, INDIA
PH : +91 98465 16116

MR.MUHAMMED ANAS

NETWORK AND SYSTEM ADMINISTRATOR
KMEA(Kerala Muslim Educational Association)
ENGINEERING COLLEGE,COCHIN, KERALA,INDIA
PH : +91 97476 45201

PERSONAL SKILLS

- Install and configure software and hardware
- Monitor
- performance and maintain systems according to requirements
- Upgrade systems with new releases and models
- managing user accounts, managing access to resource group
- policies
- Hardware and software troubleshooting
- knowledge of Vmware Virtualization
- Basics in Sophos firewall
- MS Office
- Monitoring and Administration on the IT Infrastructure at the Site
- like Laptop, Desktop,Printer, Scanners
- Linux commands and permissions
- Monitor performance and maintain systems
- Team mentor
- Experience with IT infrastructure, servers and other services including Windows servers, Azure, Office 365 & other networking devices.
- Daily Checking the replication, health, and backups of servers
- Backup management and Remote support to end Users