

NIBIN SANKAR P V

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PROFESSIONAL SUMMARY

Dynamic and result-driven System Maintenance Manager and Account Management Specialist with 2.5 years of experience in IT infrastructure management, system optimization, client account supervision, and operational efficiency. Proficient in managing IT systems, leading technical teams, ensuring high service quality, and implementing cost-effective strategies to minimize downtime. Expertise in troubleshooting, system upgrades, vendor management, compliance protocols, and performance monitoring. Recognized for exceptional communication, strategic planning, conflict resolution, and customer satisfaction enhancement. Committed to delivering operational excellence in fast-paced, technology-driven environments

WORK EXPERIENCE

Manager - System Maintenance and Account Management

2.5 Years

- ACS Group of Companies, South Africa
- Managed and maintained IT infrastructure ensuring uninterrupted system operations and service delivery.
- Led cross-functional technical teams in troubleshooting, system performance improvement, and upgrade implementation.
- Oversaw client account management, maintained high client satisfaction, and resolved escalations promptly.
- Developed and executed preventative maintenance strategies to optimize performance and reduce system downtime.
- Implemented cost-effective system improvements and negotiated vendor contracts for service and hardware procurement.
- Ensured full compliance with industry security standards, company policies, and IT operational protocols.
- Monitored system performance metrics, generated detailed analytical reports, and recommended corrective actions.
- Directed system upgrades, patches, and hardware replacements ensuring minimal disruption to business operations.
- Provided training and mentorship to junior system administrators and technical support staff.

EDUCATION

Bachelor of Engineering (B.E.) in Computer Science and Engineering	2018
Srinivas Institute of Technology, Mangalore – Visvesvaraya Technological University	
Higher Secondary Education (HSE)	2013
Board of Higher Secondary Examination, GHSS Kandankali, Kerala, India	
Secondary School Leaving Certificate (SSLC)	2011
Board of Public Examination, GHSS Ramanthali, Kerala, India	

ACHIEVEMENTS

- Successfully implemented cost-saving system upgrades, reducing operational downtime by 20%.
- Led a team that achieved 98% client satisfaction scores over consecutive service periods.
- Recognized for outstanding performance in IT system optimization and client relationship management

CORE COMPETENCIES

- IT Infrastructure Management
- System Maintenance & Optimization
- Client Relationship Management
- Technical Support Leadership
- Account Management & Retention
- System Monitoring & Troubleshooting
- Vendor Management and Negotiation

PERSONAL STRENGTHS

- Detail-Oriented and Analytical
- Exceptional Communication Skills
- Conflict Management and Resolution
- Organizational and Time Management Abilities

TECHNICAL SKILLS

- MS Office (Excel, Word, PowerPoint)
- Internet and Email Operations
- Basic System Operations
- System Monitoring Tools
- Maintenance Scheduling Software

- Project Planning and Execution
- Preventative Maintenance Strategies
- Cost Optimization and Budget Control
- Staff Training and Team Development
- Compliance and Risk Management
- Software & Hardware Upgrades
- Documentation and Performance Reporting
- Strategic Planning and Execution
- Customer-Focused Service Approach
- Leadership and Team Motivation
- Adaptability and Flexibility in Operations

DIGITAL SKILLS

- IT Infrastructure Troubleshooting
- Software and Hardware Management
- Preventative Maintenance Programming
- Client Communication and CRM Tools

LANGUAGES English, Hindi, Malayalam Tamil