

# RAHUL R

Al Murooj building complex, 401, Al Raffa street, Dubai, UAE

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Dedicated and results-oriented Network Support Engineer with a passion for ensuring seamless network operations and optimizing infrastructure efficiency. Leveraging strong technical acumen and problem-solving skills to provide superior support, troubleshoot issues, and implement innovative solutions. Committed to delivering exceptional service and contributing to the success of the team and organization.

## PERSONAL DETAILS

Date of Birth : 01/06/1999

Father's Name : Ravi G

Nationality : Indian

Visa Status : Visit Visa

Marital Status : Single

## WORK EXPERIENCE

### 1. ACADEMIC EXPERIENCE

(31 Mar 2021 – 10 Nov 2021)

QIS Academy

3rd Floor, MG Corporate Center, Kochulloor, Ulloor, Thiruvananthapuram, Kerala 695011

Academic experience on Computer Hardware and Network, CCNA and RHCSA.

- **Introduction to Computer Hardware**
- **Operating Systems**
- **Networking Fundamentals**
- **Network Devices and Technologies**
- **Network Administration**
- **CCNA**
- **RHCSA**

### 2. NETWORK SUPPORT ENGINEER

(22 Dec 2021 - 31 May 2024)

Softland India Ltd.

Plot No.14A, Kinfra Small Industries Park, Menamkulam, St.Xaviers College P.O, Thumba, Thiruvananthapuram, Kerala, India

- **Network Monitoring and Maintenance:** Monitor network performance and troubleshoot issues.
- **Network Configuration and Installation:** Configure and install networking equipment and software, including routers and switches.
- **Troubleshooting and Issue Resolution:** Diagnose and resolve network connectivity issues, and performance problems.
- **Network Upgrades and Expansion:** Plan and execute network upgrades and expansions to accommodate organizational growth and technological advancements.
- **Documentation and Reporting:** Maintain accurate documentation of network configurations, changes, and incidents.
- **User Support and Training:** Provide technical support to end-users regarding network connectivity issues and other network-related concerns.
- **Collaboration and Coordination:** Work closely with other IT teams personnel, to ensure seamless integration and alignment of network infrastructure with overall IT goals and objectives.
- **IT Support Technician:** Provides technical support to end-users experiencing

hardware or software issues. They troubleshoot problems, install and configure software and hardware, and provide training and assistance to users.

### 3. SOFTWARE DEVELOPER

(03 Sep 2020 – 22 Jan 2021)

SAHF Software Technology Pvt Ltd.

SRA 29, Old CI Office Lane, Kerala 695582

- Experience in wordpress / woocommerce development.
- Built and deployed 2 custom websites using HTML, CSS, and JavaScript.

## EDUCATION

**B.Sc. Computer Science** - School of Distance Education, Karyavattom  
- Pursuing

**Diploma in Electronics Engineering** - Government Polytechnic College, Nedumangadu  
2017-2020

**Pluse Two Computer Science** - Government Higher Secondary School Thonnakkal  
2015-2017

## SKILLS

- Networking Device Configuration and Troubleshooting
- Operating Systems and Platforms
- Hardware Installation and Configuration
- System Maintenance
- HTML
- Troubleshooting and Repair
- Diagnostic Skills
- Critical Thinking
- Team Collaboration

## ACHIEVEMENTS & AWARDS

- Experience Certificate from Softland India Ltd.
- Experience Certificate from SAHF Software Technology Pvt Ltd.
- Keltron Knowledge Centre, Industrial Computer Networking Training Certificate.
- QIS Academy Centre, Diploma in Computer Hardware and Networking, CCNA & RHCSA Course certificate.
- Avodha Educational Institution, Python & Django course Certificate.
- Industrial Computer Networking Training program – Keltron Knowledge Centre Trivandrum.
- Academic workshop- Diploma in Computer Hardware and Networking, CCNA & RHCSA - QIS Academy Centre Trivandrum.

## REFERENCES

1. **Mohamedkamil Mohamed Ali Almuaini** - International Institute For Cultural Diplomacy Founder & Chairman [Almuaini1@gmail.com](mailto:Almuaini1@gmail.com) +971506118555