



Sijo Chakkalakkal Poulose

Date of Birth:
19/02/1995

Nationality: Indian

Gender: Male

VISA STATUS

UAE Employment visa
Expiry: 23/10/2025

CONTACT

WORK

📍 Central Hypermarket LLC
Jabel Ali Industrial Area 1
Pin: 1096, Dubai,
United Arab Emirates

HOME

📍 Chakkalakkal House,
Annamanada P O,
Pin - 680 741, Thrissur,
Kerala, India

✉️ sijocp6@gmail.com

☎️ +971 568953769

+91 9567581611

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+91 9567581611

PORTFOLIO

🌐 www.behance.net/sjocp

SUMMARY

IT professional with 3+ years of experience in troubleshooting hardware, software, and network issues, seeking to leverage skills in IT system administration and support a fast-paced, multinational environment.

CERTIFICATIONS

- CCNA
- MCSA
- VCA (VMware)

SKILLS

- **Technical Expertise:** Troubleshooting hardware, software, and network issues; installing and maintaining computers, servers, and network devices.
- **Network Administration:** Experience with VLANs, switches, VPN, DNS, DHCP, and Active Directory; knowledge of developing and maintaining LANs.
- **Operating Systems:** In-depth knowledge of Windows 10/11, macOS
- **Security:** Proficient in network security practices, maintaining firewalls, and ensuring data integrity.
- **Software Proficiency:** Skilled in using the Adobe Creative Suite (Photoshop, Illustrator, InDesign, Premiere Pro, AfterEffects) and Office 365.
- **Graphic Design:** Expertise in creating compelling digital and print designs, video editing, and social media advertising.

EXPERIENCE

07/2023- CURRENT - DUBAI

IT Support and Graphic Designer

Central Hypermarket LLC, Dubai, UAE

- Maintained and supported POS machines and applications, thermal printers, and retail software.
- Installation and configuration of Servers, Firewalls, POS Systems
- Provided first-line IT support to internal users, resolving hardware, software, and network issues.
- Hands-on experience in VMware and Hyper-V virtualization infrastructure
- Managed and maintained company CCTV systems, ensuring smooth operation.
- Troubleshooted email connectivity problems in Microsoft Outlook.
- Configured and maintained firewall systems, enhancing network security.
- Developed compelling product flyers, offer pages, and acrylic print designs, driving customer engagement and sales.
- Proficient in Cartoon design, adding a playful touch to promotional materials.
- Edited videos for dynamic online and in-store marketing content.

12/2021-09/2022 - INDIA

Graphic Designer

Leehans Gym, Angamaly, Kerala

- Designed engaging social media posts, increasing engagement and followers.
- Produced specialized graphics for special occasions, promoting brand participation.
- Created visually appealing print designs, ensuring brand consistency and message clarity.
- Edited videos for online promotional content.
- Executed successful digital marketing campaigns, driving website traffic and sales.

01/2020-12/2021 - INDIA

IT Support Specialist (with Graphic Designing)

Eram Technologies Pvt. Ltd, Angamlay, Kerala

- Provided comprehensive IT support for a small business environment, including hardware and software troubleshooting for desktops, laptops, and peripherals.
- Managed user accounts and permissions, ensuring system security.
- Performed routine system backups and implemented disaster recovery procedures to safeguard data integrity.
- Maintained network connectivity by troubleshooting IP issues and optimizing network performance.
- Configured and maintained network devices like routers and switches for smooth network operation.
- Utilized cPanel and WordPress for website updates, content management, and user administration.
- Managed IP camera systems (e.g., Honeywell, Hikvision) to ensure security and functionality.
- Created motion graphics and edited videos for various purposes.
- Executed digital marketing campaigns for lead generation.
- Managed multiple social media accounts and updated websites using cPanel and WordPress.

EDUCATION AND TRAINING

2012 – 2015 KERALA , INDIA

Diploma in Computer Engineering

K.K.M.M.P.T.C

Address: Kallettumkara P.O., Mala, Thrissur District, Kerala , India

Website: www.ignou.ac.in

06/2018 – 06/2021 INDIA

BTS : BACHELOR OF ARTS (TOURISM STUDIES)

Indira Gandhi National Open University (IGNOU)

Address: India | Website: www.ignou.ac.in

2010 – 2012 – KERALA, INDIA

Plus Two

G.S.H.S.S

Address: Annamanada – Mala Pallipuram Rd, Meladoor, Kerala , India

2009 – 2010 – KERALA, INDIA

SSLC

Holy Child Convent English Medium Higher Secondary School

Address: Annamanada – Mala Pallipuram Rd, Snehagiri, Kerala, India

SOFT SKILLS

- Problem-solving
- Analytical thinking
- Communication
- Teamwork

HOBBIES AND INTERESTS

- Photography
- Videography
- Photo and video editing
- Listening Music

PASSPORT DETAILS

Passport Number: R4915261

Date of Issue: 07/10/2017

Date of Expiry: 07/10/2027