



Manu P T

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POST APPLIED

POST APPLIED - SYSTEM ADMIN
COUNTRY - SWITZERLAND

OBJECTIVE

A confident and reliable IT support engineer with extensive practical experience of working with computers and resolving any support issues that are raised to the Panchayath office. Possessing a proven ability to administer and control the operation, configuration and maintenance of computer based information systems, as well as having an eye for detail and able to multi-task under pressure. An excellent communicator, can relate well with people at all levels and has the flexibility of working well as part of a team and on my own. Now looking to further an already successful career by working for a ambitious and expanding company.

EDUCATION

Bsc. Computer Science **June 2006 — May 2009**
CASP ,Kannur University

Plus Two **June 2004 — March 2006**
GBHSS Cherukunnu, Higher Secondary Dept.Kerala

THSLC **June 2001 — March 2004**
THS Neruvambram, Technical Education Department Kerala

QUALIFICATIONS

Successfully Completed the **MCITP** Course from Jetking Bangalore.

PROFESSIONAL EXPERIENCE

Total **Experience:**8 Years as System Engineer

WORK EXPERIENCE

Ramanthali Gramapanchayat (Kerala Local Self Government Office) **10/05/2015 — Present**

Technical Assistant

Roles and Responsibility

- Working as a Technical Support engineer in the windows domain.
- Working with information Kerala Mission software's for Government services to Civilians.
- Managing desktop, OS related and server related issues.
- Working on all kind of hardware issue and following up till it get resolve.

- Installation ,configuration & troubleshooting of Windows OS like Windows 7, Windows 2003, Windows 10,Windows 2012 .
- Installation, configuration & troubleshooting of Microsoft Outlook ,2010 & 2013
- Installing OS, adding the PC's in to domain and system assembling.
- Install,upgrade,support and troubleshoot for printers,computer,Scanner hardware and any other authorized peripheral equipment.
- Installing and troubleshooting windows applications and Website updation related software applications.
- Managing Windows Update, antivirus, Installation & Troubleshooting of operating system's
- Troubleshooting all the issues related to internet.
- Monitoring the critical servers through IKM monitoring tool.
- Evaluating and resolving or escalating issues, as appropriate, to higher-level.
- Coordinating with respective teams for the critical alerts and Raising service requests and Incidents.
- Managing Incident management, Service management following the standard process for user related and server related issues.
- Giving support for client servers including virtual and physical servers
- Generating CPU, Memory and Disk Utilization Report using Star portal tool according to automatic generated alerts.
- Monitoring & Reviewing of Server logs & proving support to all kind of performance Issues of critical servers.

**Kadannappally Panapuzha
Gramapanchayat (Kerala Local
Self Government Office)**

08/11/2012 — 31/01/2015

Technical Assistant

ROLES AND RESPONSIBILITIES:

Managing Windows 2003 Domain Controller

Managing all the setting security policies.

Doing monthly basis patch activity for desktops and server.

Resolving issue for patches compliance.

Resolving issue for application compliance.

Responsible for networking, design, installation and maintenance services

Maintain the company's network infrastructure and providing support for

Windows

Configuration and testing of any new hardware and software

Management of the daily data backup and retrieval scheme.

Experience with Windows XP / VISTA / Windows 7/ W8

Installing and operating Windows desktop and server operating systems.

TCP/IP networking and hardware maintenance and repair.

Training new employees.

Assistance with training of staff and compiling procedural documentation.

Maintaining antivirus Updating & troubleshooting.(Symantec)

Creation of new policy for client systems.

Fixing network faults.

Technical Support Engineer

Roles and Responsibilities:

ServerMonitoring

Panchayath website Updation

Installing and configuring computer hardware operating systems and applications;

Monitoring and maintaining computer systems and networks

Traveling to client sites to help with installs, deployment, and troubleshooting

Troubleshooting system and network problems and diagnosing and solving

hardware or software faults;

replacing parts as required;

providing support, including procedural documentation and relevant reports;

following diagrams and written instructions to repair a fault or set up a system;

setting up new users' accounts and profiles and dealing with password issues;

working continuously on a task until completion (or referral to third parties, if

appropriate);

prioritizing and managing many open cases at one time;

testing and evaluating new technology;

**PASSPORT
INFORMATION**

Passport No : T4228862

Place of Issue : Kozhikode

Date of Expiry : 20/06/2029

DOB :20.09.1988

Nationality : Indian

INTERESTS

Music, Reading,sports

REFERENCES

1. Secretary

Ramanthali Gramapanchayat (Kerala Self Government Office)

ramanthaligp@gmail.com

04985-222025

2. Secretary

Kadannappally Panapuzha gramapanchayat (Kerala Self Government Office)

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