



# ROOPESH R NAIK

## Professional Summary

Dedicated professional with demonstrated strengths in IT support, customer service & time management. Good at troubleshooting problems and building successful solutions. Excellent verbal and written communicator with strong background cultivating positive relationships and exceeding goals.

## Work History

### **Al Ghurair International Exchange | Dubai, UAE**

○ *October 2022 - Current*

#### ***IT Support Engineer***

- Maintain Server, LAN and WAN Architecture.
- Administer Firewalls, routers, VPN's and other Security tools.
- Prioritize and manage many open cases at one time.
- Test and evaluate new technology.
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults.
- set up new users' accounts and profiles and deal with password issues.
- Ensured network, system and data availability and integrity through preventative maintenance and upgrades.
- Used remote software to solve and troubleshoot issues when applicable.

*October 2021 - October 2022*

#### ***Asst Branch Supervisor & BCO***

- Processed transactions with full regulatory compliance and trained staff to identify fraud.
- Managed daily branch and vault checklists for opening and closing.
- Identified cross-selling opportunities and made internal service referrals for additional revenue.
- Maintained daily logs, inventory documentation and branch records.
- Empowered employees to resolve most complaints and personally handled escalated concerns.
- Educate staff on KYC standards.
- Conduct Due Diligence/Enhanced Customer Due Diligence.
- Reporting Internal Suspicious Transactions.

## Contact

Al mankhool Dubai, UAE

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## Skills

- Software installation
- Data backup
- Hardware replacement
- Issue troubleshooting
- Network configuration
- Hardware and software monitoring
- Firewall Troubleshooting
- O365 Applications
- SQL Coding

## Certifications

- CCNA (Cisco Certified Network Associate)
- MCSE (Microsoft Certified Solutions Engineer)
- Networking Foundations: Networking Basics

- Ethical Hacking: Hacking IoT Devices
- Ethical Hacking: System Hacking
- Power BI: Dashboards for Beginners
- PHP

## Projects & Publications

An innovative multifactor server farm established key exchange tactics with ultimate technology.

Published in International Journal of Science Technology & Engineering, in Volume 2, Issue 10, April 2016.

Published in International Conference on Advancements in communication, Computing, Power and Control – ICACCPC'16.

## Languages

- English
- Malayalam
- Hindi
- Tamil
- Arabic

## **UAE Exchange Centre Co WLL | Safat, KUWAIT**

○ April 2018 - April 2021

### ***IT Support***

- Well Knowledge about CASMEX software and other money products.
- Installing and configuring computer hardware, software, systems, networks, printers, and scanners.
- Setting up accounts for new users.
- Repairing and replacing equipment as necessary.
- Activation & deactivation of Users as per Request in applications.
- providing technical support and ensuring the whole company runs smoothly.
- Monitoring and maintaining computer systems and networks.

## **Bharti Airtel LTD | Kerala, India**

○ October 2017 - March 2018

### ***Network Support & Store Manager***

- Improved system performance with routine maintenance and hardware upgrades.
- Diagnosed issues with software and equipment using software systems and different troubleshooting techniques to locate root causes.
- Resolved networking and connectivity issues remotely via telephone and online chat portals.
- Configured security settings or access permissions for groups or individuals.
- Pairing of Connections under same HLR series.
- Supports all network related issues in the zone.
- Created work schedules according to sales volume and number of employees.
- Scheduled and led weekly store meetings for all employees to discuss sales promotions and new inventory while providing platform for all to voice concerns.
- Backed up network data.

## **Idea Cellular LTD | Kochi, Kerala**

○ *February 2017 - September 2017*

### ***IT Project Lead***

- Tested circuits and components to troubleshoot telecommunications equipment.
- Tested power supply capability and communication links to verify optimum performance.
- Listened to customer requests and specifications and made suggestions to appropriately fulfill needs.
- Installed, maintained and tested paired HLR series connections.
- Tested quality of signal throughout analog and digital network segments.

## **Soften Technologies | Kochi, Kerala**

○ *August 2016 - January 2017*

### ***Junior Network Administrator***

- Corrected hardware, software and network connectivity issues by diagnosing faults and completing skilled repairs.
- Kept network scalable to meet current and expected performance requirements.
- Supported users with training, technical assistance and network improvements.
- Performs diagnostics of network issues, provides support for service desk staffs.
- Configures network devices for new deployments.
- Assists in user desktop issues.
- Helps with computer software installations.
- Solves email access and routing issues.

## **Education**

April 2016

○ B.Tech. Information Technology - Information Technology

| **Anna University, Chennai, India**

○ HSE Computer Science - Computer Science

| **ST JOSEPH'S EMHSS, Kerala, India**