

Rishi Dhiman (IT Support)

Contacts:**Email:-**rishidhiman56@gmail.com**Mob no:-**[+971 527275962](tel:+971527275962)**Ref no: -** [+971 553744540](tel:+971553744540) (Mr. Manjeet)**Current address:** [Abu Shagara, Sharjah \(UAE\).](#)**Passport no:-**[M6938695](#)**OBJECTIVE:**

I am a motivated Computer Engineer that has solid technical qualifications enriched with a strong work experience and Industry leading certifications in the field of Networking Engineering. I am available to offer my skills, experience and a positive attitude to any organization's team and progress aggressively towards success. I am very hard working and possess a will to find solutions to any technical issue, and contribute by being unafraid to get hands on for delivering results by partnering with peers, analyzing options, evaluating business targets, delivering excellent customer service.

Education

- **Bachelor of Technology, Information and Technology**

- Doaba Institute of Engineering and Technology, Chandigarh (2006-2010)
Punjab Technical University, Jalandhar.
- Final Standing: First Class -**72%**
- Internship Project: 1)Library management system in C
2) Load Balancing and High availability in Apache web Server

- **Additional Certifications and Ongoing Training**

- **CCNA (R&S)** Cisco Certified Network Associate Certification No: #CSCO12610689
- **CCNP (R&S)** Cisco Certified Network Professional

- **IELTS (General)**

- 6 Bands overall

Professional Experience

17 August 2015 to 27 January 2019

G4S (Group 4 Securicor, Abu Dhabi, UAE).

Role: IT Support Engineer

- Installing and configuring computer hardware, software, systems, networks, printers and scanners
- Monitoring and maintaining computer systems and networks
- Responding in a timely manner to service issues and requests through the **ticketing system(iTop)**

- Providing technical support across the company (this may be remotely or over the phone)
- Setting up accounts for new users
- Repairing and replacing equipment as necessary
- Testing new technology
- Possibly training more junior staff members
- Update and create technical product trouble-shooting documentation
- Performed upgrades and installed updates.
- Implementation of new hardware and software solutions within company to improve workflow and customer service provision.
- Provided support to users learning new technology assets to support existing operations and to make possible workflow expansion.

Platforms used: *Microsoft Windows 7, Windows 8 and Windows 10*

May 2012 to August 2015

BM Packaging Machines, Baddi, Himachal Pradesh.

Role: *Deputy Plant Manager*

Daily management and coordination of plant operations including production, logistics and maintenance while ensuring compliance with all

- Monitor production and quality, co-ordinates priorities, resolves issues and participates in special projects and work schedules, etc.
- Inventory Control, Billing, House Keeping.
- Labour and safety etc.

16 Feb 2011 to 16 April 2012

Surya World of Academic Excellence, Distt. Patiala, Punjab

Role: *Lecturer in CSE Department.*

- Taught Practical and Theory on various subjects including Fundamentals of Computer Programming and Information Technology (FCPIT), Linux (Redhat & Ubuntu), Database Management System (DBMS) (Oracle 10) etc in Computer Science Department and had administered within the Department, ensuring compliance with all to provide.
- Supervised undergraduate students in the college
- Contributed to the development, planning and implementation of a high quality curriculum.
- Assisted in the development of learning materials, preparing schemes of work and maintaining records to monitor student progress, achievement and attendance.
- Participated in the development, administration and marking of exams and other assessments.

Platforms taught: *RHEL Version 5,6, Windows Server 2008 R2, SQL Server 2005, Oracle 10g, Cisco Routers 1841 and switches 2960*

15 March 2010 to 13 December 2010

Solution Enterprises, Pune, Maharashtra**Role:Linux and Windows System Administrator.**

- Apache web Server Configuration, Load Balancing and high availability (Project)
- Migration of a company from Microsoft windows to Linux
- Analysis and triage of hardware and software problems, and replace defective components.
- Perform data backups and disaster recovery operations.
- Maintain and administer computer networks and related computing environments, including computer hardware, systems software, applications software, and all configurations.
- Plan, coordinate, and implement network security measures in order to protect data, software, and hardware.
- Monitor the performance of computer systems and networks, and to coordinate computer network access and use.
- Perform routine network startup and shutdown procedures, and maintain control records.
- Design, configure, and test computer hardware, networking software and operating system software.
- Confer with network users about how to solve existing system problems.
- Monitoring for Issues and Issue Resolution in Network and Hardware configuration
- Applying operating system updates, patches, and configuration changes
- PROJECTS:
 - McAfee INDIA: Tasks: Linux, Windows System administration
 - Mithi Software Technologies: Tasks: mail server [Mithi connect server]
 - Great Search and Management: Tasks: Linux system administration and migration of Windows to Linux

Platforms used: *RHEL 5, Ubuntu Version (9.10, 10.04, 10.10), Windows Server 2008 R2, SQL Server 2005, 20 Networked PCs, 10 Mbps DSL/T1 Line.*

Personal Information

- **Nationality:** - Indian
- **Location:** - Sharjah, UAE
- **Height/Weight:** - 6 Feet/74kg
- **DOB:** - 05/01/1985
- **Marital Status:** - Married
- **Gender:** - Male
- **Languages Known :-** English, Hindi

Declaration:-

"I hereby declare that the details and information given above are complete and true to the best of my knowledge".

Rishi Dhiman