



ASHEEQ MELANGADI

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Summary

Seasoned IT Support Engineer with in-depth knowledge of troubleshooting, system administration, and network management. Proven track record of swiftly and effectively resolving complex technical issues, improving operational efficiency. Strong communication skills foster productive relationships with diverse teams. Previous achievements include streamlining processes and enhancing system performance across multiple organizations.

Skills

- Operating systems
- Active Directory
- Software Installation
- Network Security
- Firewall Management
- Configuration Management
- System Administration
- Help Desk Support
- Hardware diagnostics
- Virtualization Technologies
- Application support

Experience

Higher College of Technology |
Abu Dhabi, Dubai, Sharjah,
Ras Al Khaimah.

IT Support Engineer

09/2023 - 07/2024

- Collaborated with five colleges, out of a total of fourteen, in the U.A.E.
- Ensured smooth IT operations by delivering expert assistance to students and staff at all times.
- Extended help to users for resolving O365 errors.
- Ensured seamless functionality of video conferencing technology.
- Troubleshoot and maintained CCTV systems.
- Implemented a central server to streamline the imaging operating system of multiple devices.
- Delivered assistance for AV systems in classrooms and at different events.
- Performed transportation, operation, and removal of AV tools.
- Managed Attendance Systems efficiently.

Satlinks Catv Mso | Kerala, India

IT Engineer

11/2022 - 07/2023

- Operated decoders on multiple TV channels.
- Managed Active Directory by creating, managing, and troubleshooting user accounts and Group Policies.
- Configured and managed Windows Server Failover Clustering to ensure high availability and load balancing.
- Resolved equipment and system issues promptly by implementing efficient solutions to reduce downtime.

Benzy Infotech Pvt Ltd | Kerala, India

IT Engineer

01/2022 - 11/2022

- Provided comprehensive server support in both on-site and virtual environments.
- Identified technical glitches in Windows OS, Visual Basic Studio, and Postman application.
- Provided technical support through on-site and phone consultations.
- Managed service schedule for software and hardware utilizing Desktop Management tool PDQ.
- Monitoring Network in IaaS using Network Configuration Manager.

MES International CBSE School | Kerala, India
System Administrator
05/2019 - 12/2021

- IT Support for Digital Classrooms and tablets.
- Network Monitoring and Hardening.
- System wide software support and troubleshooting.
- Audio Video technical support for school events

Ayurgreen Hospital | Kerala, India
Network Engineer
07/2018 - 05/2019

- Installing important security and functionality patches to maintain optimal protection.
- Establishing network specifications and analyzing workflow, access, information, and security requirements.
- Serving as a subject matter expert on proposed technology purchase.
- Integrating and updating software products to boost system compatibility.

Satlinks Catv Mso | Kerala, India
Broadcast Engineer
06/2017 - 02/2018

- Monitored and maintained audio and video quality for live broadcasts and recordings.
- Configured audio-visual equipment for live broadcasts.
- Developed operational procedures to improve efficiency of broadcast operations.

Education and Training

Madhyamam Broadcast Limited School | Kerala, India
IT & Broadcast Engineering
01/2017

Kalaivani College of Technology, Anna University | Tamil Nadu, India
Bachelor of Engineering (Electronics & Communication Engineering)
01/2016

M.E.S International School, C.B.S.E. | Kerala, India
Preliminary Education (Kindergarten -12th)
01/2012

Personal Information

- Date of Birth: 04/19/94
- Nationality: Indian
- Marital Status: Single
- Passport: P1366548

Projects

Accident Location Tracking and Ambulance Time Management System using RF Signal (Zigbee). Electromagnetic Wave identifier using IC555.

Languages

Malayalam: First Language

English: C1
Advanced (C1)

Hindi: A1
Beginner (A1)

Tamil: B1
Intermediate (B1)

References

References available upon request.