

MOHAMED NIYASUDHEEN P

VOIP - IT SUPPORT ENGINEER

3+ Years of Experience

+971552745296

mail2niasudheen@gmail.com

Dubai.

TECHNICAL TRAININGS

- CCNA Routing and Switching
- CCNA Collaboration
- CCNP Collaboration
- System Administration

ACADEMIC QUALIFICATIONS

- B.Tech. ELECTRONICS AND COMMUNICATION ENGINEERING
2011-15
Government Engineering College Idukki.
MG University Kottayam, Kerala.

SKILLS ACQUIRED

- CUCM
- VoIP
- IT security
- Cloud solutions
- Backup solutions
- Windows, Linux server
- VMware vSphere

LANGUAGES

English
Hindi
Malayalam

CAREER OBJECTIVE

Work with an amazing entity where we can contribute our technical skills To Address the client's real-time issues while also diversifying my skillset with new technologies.



WORK EXPERIENCE

IT Support Engineer:

Amna Saeed Super Mart,
Dubai, UAE.

Duration: 08/2020 – 10/2022

Roles: Commissioning, Inspection and Troubleshooting of IT infrastructure.

Network Administrator:

Techies Infotech, Bangalore.

Duration: 11/2023 – 03/2025

Roles: CISCO CUCM Configuration, Network Configuration and Troubleshooting, Server and System Administration.

JOB DESCRIPTION

- Providing support for CISCO IP Telephony of our end users.
- First level troubleshooting of IPT related issues.
- MACD issues of the IP phones.
- Install, configure and maintain systems, networks and peripheral devices.
- Attending daily status report and incident management tickets.
- Manage user accounts and permissions in AD
- Monitoring of Voice Gateways like H.323 and SIP.
- Conduct inspection and maintain documentation and ensure infrastructure Reliability
- Implement and optimize business management solutions like CRM systems, Marketing automation tools and analytics platforms.
- Creating and managing end users, device profiles and remote devices.
- Interacting with end users creatively and solving their network issues on time.
- Work together with our team in difficult situations and contribute my best.
- Managing and maintaining IT infrastructure.
- Responsibly monitoring and troubleshooting networks, system security, and perform periodic backup and disaster recovery drills.
- Collaborate with external vendors and service providers for procurement and To ensure cost effectiveness and adherence to SLAs.

TECHNICAL SKILLS

- Configuration and troubleshooting of VOIP network systems
- Networking: TCP/IP, DNS, DHCP, VPN, VLAN, Routing, Firewalls.
- System monitoring and performance tuning.
- Backup solutions.
- Cloud service like AWS, Azure and Google cloud.
- IT security: Firewall, Antivirus and IDS.
- Disaster recovery and business continuity planning.
- MS office 365, Exchange online, SharePoint.
- IT support and troubleshooting.
- CRM management.
- Active Directory management.