|  |  |
| --- | --- |
| **Johnson A Mendonca.**  Address : Johnson A Mendonca,  Seder Group, Shumaisi,  Public deportation center,  Jeddah-Mecca Road, Saudi Arabia.  Email Id: johnson786m@gmail.com  Mobile : +966572122918. | |
| **Objective :**  **Profile :** | To gain a position as a Manager, having an aptitude and interest in administering enterprise heterogeneous networks comprising of Networking and Windows OS.  Working as a System Administrator with 13 Years of experience in the Computer field. Able to work with own initiative and as a part of team. My job covers implementing and troubleshooting of computers, application software’s, LAN. |
|  |  |
| **Professional :**  Pp **Project :**  **Company Profile:** | **IT System Administrator (Aug 2015 to till date Seder Group (Shumaisi Public deporting center, Jeddah)**  **\* Track Projects: Track projects as per the documentation made & schedules, assign tasks to team members accordingly (ITIL V3).**    Appointed as an IT SYSTEM ADMINISTRATOR Service in **Seder Group (Shumaisi Jail, Jeddah)**.Job involves providing prompt service to end users and perform activities like:   * Responsible for the maintenance, configuration and reliable operation of computer systems, network systems and servers, windows domain infrastructure, supervisor the IP Phone system. * Lead desktop and helpdesk support efforts, making sure all desktop applications, workstations, and related equipment problems are resolved in a timely manner with limited disruptions. * Provide Regional Service Desk administrator functions to resolve Level 2 Service Calls, ensure closure, proactive action where improvements can be made and keep the customer abreast of progress throughout. * Ensure security through access controls, backup, antivirus and firewall and troubleshooting and maintenance of client PCs. * Utilize any defined processes and procedures documentation to set up new customers (or removal of existing customers) ensuring all requirements are met including any security considerations as per **ITIL** Process. * Windows Id creation/deletion, creating a mailbox, adding users in groups, mailbox server & Cyber roam firewall group level access. * Testing & troubleshooting Laptops maintain Stocks & global technology standards for network systems are maintained effectively Daily administration tasks. * Uploading the patches on Antivirus & **WSUS** server approving to client machines |
| **Previous**  **Company:**        **Previous**  **Company :**    **Previous**  **Company :**    **Qualification :** | **Al odhaib & Albilad Car Maintaince PVT.LTD (Saudi Arabia, Riyadh)**  POSITION **:- Facility Management Service Engineer (Oct 2012 to Feb 2015)**  Job involves providing prompt service to end users and perform activities like:  Help Desk operations and technical support for day-to-day operations, Installation and troubleshooting of software, including operating systems, Installation of Antivirus. MS office, Incident as well as System software related incident.  **Ugam Solutions PVT.LTD INDIA**  POSITION: - **IT DESKTOP ENGINEER**. **(JAN 2009 to April 2012**)  Installation and troubleshooting of Hardware Problem of PC’S, UPS&PRINTERS software, including operating systems, Antivirus. MS office, Incident as well as System software related incident.  **S2 InfoTech (SIEMENS)**  POSITION: - **IT DESKTOP ENGINEER**. **(July2008to Dec 2008**)  Worked as a Desktop Engineer at S2 InfoTech (SIEMENS)**.** Giving technical assistance to more than 300 users, By the shift of **24/7**.  Installation and troubleshooting of Hardware Problem of PC’S, UPS&PRINTERS software, including operating systems.  Diploma in Telecommunication from Karnataka University, year of passing 2005.  SSC From St.john the Baptist High School, year of passing 1999. |
| **Technical**  **Qualification : TTYT** | Completed **ITIL V3** Certification.  Completed **Microsoft Exchange 2010** Certification.  Completed following certifications **Pc Maintaince in Hardware &Networking**.  Completed following certifications course of **MS office**.  Completed **STCW** certification from MTI.  Having Saudi Arabia Driving License. |

|  |  |  |
| --- | --- | --- |
| **Personal:** | **Date Of Birth**  **Marital Status**  **Languages known** Nationality **Personality** | 19th September 1982.  Single.  English,Arabic, Hindi, Marathi& Konkani.  Indian.  Hardworking, Pleasant, Open for new challenges.  Optimistic Behavior, Adjusting with any Situation. |

# PRIMARY STRENGTH:

# 

* Ready to work beyond official hours to complete the given task.
* Reasonably good communication skills.
* Capable of working under good amount of pressure and a cooperative team-spirit.
* Open to working in any shift without any time problem.

# DECLARATION:

I hereby declare that all the above-furnished details are the best of my knowledge.

Yours Sincerely,

Date :

Place : Saudi Arabia.

Johnson A Mendonca.

( )