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|       **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. |
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| **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
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|  **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. |

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|  **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:

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* 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.

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