**Shivon Thadhani**

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Email: shivonthadhani@hotmail.com • Nationality: Indian • Visa Status: Employment Visa

 **•**Valid UAE Driving License • Date of Birth: 21-02-1982 • Marital Status: Married

**Career Objective**

In this rapidly progressing IT era, round the clock IT support forms the backbone of any organization. 13 years’ experience as IT Support Engineer in Dubai has given me the sixth sense to locate, analyze and troubleshoot any hardware and/or software related issues. It has also imbibed in me the values of team work to extend support to the corporate mission. I look forward to continue my silent contribution and support the backbone of the organization I work.

**Professional and Academic Qualifications**

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| --- | --- | --- |
| **Degree/Certificate** |  **Completed** | **Institution** |
| **Microsoft Certified Solutions** Associate Office 365  | July 2017 | International Training Institute, Dubai, UAE. |
| **Digital Marketing**  | May 2017 | Learner’s Point Institute, Dubai, UAE.  |
| **ITIL V3** Foundation  | January 2016 | New Horizons Computer Institute, Dubai, UAE |
| **MCTS** - Windows Server 2008 Active Directory**MCTS** - Windows Server 2008 Server Administrator**MCTS** - Microsoft Certified Technology Specialist Windows Server 2008 Network Infrastructure  | September 2010 | Informatics Training Institute, Sharjah UAE |
| **CCNA** (Cisco Certified Network Associate) | November 2009 | Netscope Training Institute, Sharjah UAE |
| **B. Sc.** (Hons) in Applied Computing | September 2002 | Dubai University College |

**Experience**

**Al Rama International Traders**

**IT Support Executive | From July 2017 - January 2019**

Installation, Configuration, Administration, Back up and Support:

* + Office 365
	+ Exactly ERP Software
	+ ESET Security Manager and ESET End Point Antivirus
	+ Acronis Backup Solution
	+ Sonicwall VPN Connections and (Firewall) Sonic wall TZ500/TZ300/TZ400
	+ Backup of Windows Server 2012
	+ Focus 8 ERP Accounting Software
	+ Exactly ERP Accounting Software
	+ Focus 8 Accounting / ERP Software
	+ Tally Accounting Software
	+ Wireless Networks (Routers, Access Points)
	+ Windows 7,8, 8.1, 10 Operating Systems
	+ Go Daddy cPanel Email
	+ Cisco 16-Port Switch
	+ Creating users, assigning user rights, Managing password policies in Exactly ERP
	+ Installation & Administration of Acronis Backup Solution

Diagnosing and solving hardware/software problems

* Remote Desktop Troubleshooting
* Responsible for the management of the organization’s email accounts
* CCTV Camera monitoring
* Windows Server 2012 Active Directory Management

**Emirates Airlines Group IT Department**

**IT Support Technician | From January** **2008 - April 2017**

* Priority focus on providing superior customer experience and help increase customer perception and satisfaction by minimizing system downtime and ensuring a rapid restoration of service.
* Knowledge of operation of Emirates Self-Check in Systems
* Preventive Maintenance of various types of computers, printers & kiosks
* Deployment and installation of IT Hardware PC’s, Printers, Scanners, Fax Machines etc.
* Ensure stocks of peripherals and parts
* Providing high level of support to team members and business users in order to achieve consistent customer satisfaction

**DULSCO HR Outsourcing**

**IT Support Technician |From September 2006 - September 2007**

* Deployment / Configuration of all IT Equipment such as PC, Laptop, Printers, Scanners etc.
* Deployment / Configuration of Windows Server 2003/2000/SQL Server 2000

**Global Link Communications L.L.C**

**Data Transfer Coordinator | From July 2005 - July 2006**

* Data Transfer of Nokia, Sony Ericsson, Samsung, Motorola, I-mate & Pocket PC Phones