Sino Varghese Thomas

IT Support Engineer /
Technical Consultant.

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(+971) 56 321 2632

Flat-No 101,
Sun City Building,
Near Fish Round About,
Deira, Dubai, UAE.

Personal Details

Nationality : INDIAN

Gender : Male

Date of Birth : 06 Nov 1993

Languages

English, Malayalam

Personality

Communicative ✓

Punctuality ✓

Creative & Organized ✓

Passport Details

PASSPORT NUMBER	K6556480
PLACE OF ISSUE	Trivandrum
DATE OF ISSUE	13-08-2012
DATE OF EXPIRY	12-08-2022
Emirates Id	784-1993-7494436-3

PROFILE

Seeking a challenging position in a reputed organization, which provides opportunities for professional growth, and utilize the experience acquired in becoming a valuable team member as well as solving complex problems.

SKILLS

- Maintaining online servers, routers, PCs & developing the online applications. — Excellent
- Deep knowledge in C-Panel, e-commerce Portal management. — Excellent
- Ability to make creative design's for Marketing and e-commerce Portal. — Excellent
- Firewall & Internet security (FortiGate, Kaspersky, Eset Nod32) — Excellent

WORK HISTORY

Mastero Technologies, Deira, Dubai. (May2020 – Still Now)

Designer / Developer / IT Support Engineer/ Technical Consultant

- Designing & Develop the Website's, and Software Applications for clients.
- Manage & Maintain the Client's online Server using C-Panel, WHM
- Maintain the Client's Website's, e-commerce portal & Mobile application (Wordpress, HTML, CSS)
- Make creative Designs for updating e-commerce portal and marketing purpose.
- Configuring Outlook for Clients.
- Installation of Switches(POE) and router, AccessPoints, CCTV, VPN & Firewall

IPSR Solutions, Kottayam, Kerala . (June 2017 – Dec 2019)

Technical Consultant / Business Analysist

- Giving Demo of products to clients.
- Reporting on daily responsibilities and tasks.
- Coordinated strategic flow of business intelligence data to users.
- Coordinated with project managers across multiple initiatives to align development timelines, plan testing and work with client representatives.

1.0 PROFESSIONAL EXPERIENCE **(**Mastero Technologies Deira, Dubai)

- Expertise to configure the Server, Firewall, Outlook etc…
- Expertise to managing the online server and configurations.
- Expertise in Designing the User Interface (Front-end) Design using the designing tools like Photoshop Adobe XD etc..
- Developing a custom Software application in Asp .net, C#.
- Develop the websites for Clients. (HTML, CSS, php, Word press)
- Front end and Back end Managing E-Commerce Portal (menabasket.com)
- Managing the Mobile app (Android / IOS)
- Expertise in Resolving the Software and Hardware related issues.
- Experience in implementing the product in client site (Hardware and Software related).
- Deploy IT equipment and software in the client site locally.
- Provide prompt response, and timely updates to all customers for support and services.
- Ability to troubleshoot systems, network problems, and diagnose and solve hardware or software faults.

Experience in Live Project

Client : - Kaizen Consulting UAE

Location : - Dubai. UAE

Role : - Complete website developed and maintain the server & Mail ids.

URL :- http://kaizenconsulting.ae/

Experience in Live Project

Client : - Euromercato UAE

Location : - Dubai. UAE

Role : - Complete website developed and maintain the server & Mail ids.

URL :- http://euromercato.ae/

Experience in Live Project

Client : - menabasket UAE

Location : - Dubai. UAE

Role : - Complete e-commerce portal & mobile app managing and updating (Server & Portal).

URL :- https://menabasket.com/

1.1 PROFESSIONAL EXPERIENCE (ipsr Solutions, Kottayam)

- Experience in implementing the product in client site (Hardware and Software related).
- Provide prompt response, and timely updates to all customers for support and services.
- Over 2+ years of experience in Academics products (Online Application), Analytics and IT domain (Networking and Hardwearing).
- Well-equipped organizational skills to face clients.
- Ability to troubleshoot systems, network problems, and diagnose and solve hardware or software faults
- Manage daily support issues on site, and escalate to proper channels if necessary.
- Experienced in SQL queries to extract data from various databases for data analysis.

Experience in Live Project

Client : - St. Josephs College for Women's, (Arts & Science College)

Location : - Alappuzha, Kerala. INDIA

Role : - Technical Consultant / IT Support

Description: Project focused on implementing the Student Management portal (**A**cademic **M**anagement **A**pplication) for manage the information's of students, like Attendance, Exam marks, Timetable etc.. And generating the respective reports based on the information's of the students.

Duties Performed in the Respective Project.

- Understood the existing environment and created a plan for implementing the new system**.**
- Install and Setup the supporting application (OS, Frameworks etc..) for the smooth running of the **AMA**.
- Setting up the New **L**ocal **A**rea **N**etwork System for implementing the Product in the Campus.
- Collaborated with project manager in tracking and managing project implementation process.

Experience in Live Project

Client : - Mahatma Gandhi University (Collegiate Public University)

Location : - Kottayam, Kerala. INDIA

Role : - Technical Consultant / IT Support

Description: Project focused on implementing the online Question paper generation in a single click from a Question bank (**QN-Smart**) for the University examination of the all arts and science colleges under the Mahatma Gandhi University.

Duties Performed in the Respective Project.

- Understood the existing environment and created a plan for implementing the new system**.**
- Install and Setup the supporting application (OS, Frameworks etc..) for the smooth running of the **QN-Smart**.

- Setting up the New **L**ocal **A**rea **N**etwork System for implementing the Product in the Campus.
- Collaborated with project manager in tracking and managing project implementation process.

IT SKILL SET

Project Management Tools	:	Redmine, Fresh Desk & OS Ticket (Internal Project Management Tool).
		Microsoft Office tools – Access, Excel, Outlook and PowerPoint.
		Google Tools – Google Drive, Google Docs and Google Sheets.
		Designing Tools – Adobe-XD, PhotoShop.
Web technology	:	ASP.net (with C#), PHP, HTML, CSS.
Programming languages	:	C, C++, JAVA.
Knowledge of RDBMS	:	Oracle, My SQL, MS SQL Server.
Other Services	:	G Suite Service, GoDaddy, KnownHost, Application Installing etc...

EDUCATIONAL QUALIFICATION

Course	Year	Board/University	Institution
MCA	2016	MG University	Marian college, Kuttikanam
BCA	2014	MG University	Parumala Mar Gregorious College, Thiruvalla
HSE	2011	Kerala State Board	St.Thomas H.S.S, Kozhencherry
SSLC	2009	Kerala State Board	St.Thomas H.S.S, Kozhencherry

Declaration: I hereby certify that the above information given are true and correct as to the best of my knowledge.

Sino Varghese Thomas