

JERIN ANTONY

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Professional Summary

Seasoned IT Engineer with over 7 years of hands-on experience in system administration, point of sale, network infrastructure, self-checkout and technical support. Troubleshooting, and systems maintenance across enterprise environments. Proven ability to resolve complex hardware, software, and networking issues efficiently. Skilled in Active Directory, Office 365, Windows and ticketing tools like helpdesk. And deliver scalable IT systems with high uptime.

Experience

IT Support Engineer | Lulu International Shopping Malls Pvt. Ltd | Karnataka | March 2024 –

- Point of sale & self-checkout
- System Administration
- Remote support
- Active Directory
- networking
- Installation of Operating System like XP, windows 7, windows 8 and Windows 10.
- Manage Office 365 administration
- Installation of printers with sharing, scanners other hardware's & troubleshooting of devices.
- Oversee the company's IT infrastructure to ensure the smooth operation of all IT assets

IT ADMIN |Bangalore City Nursing |Karnataka | November 2019- February 2024

- Monitors performance and provides troubleshooting for system hardware and software.
- Resolving Systems Hardware, IP Network and Software Issue.
- Installation of printers with sharing, scanners other hardware's & troubleshooting of devices.
- Manage Office 365 administration.
- Manages Data Backups and Restores
- CCTV
- Active Directory

Customer Support Engineer |Ensure Service Support India Limited| Kerala|2017- 2018

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- Resolving Systems Hardware, IP Network and Software Issue.
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- Manage Office 365 administration.
- Manages Data Backups and Restores

Core Competencies

- Point of sale • System & Network Administration • IT Infrastructure Management • Windows • Active Directory • self-checkout • Virtualization (VMware, Hyper-V) • Automation & Scripting (PowerShell, Bash)
- Technical Support • Troubleshooting & Diagnostics • DNS/DHCP • self-checkout

Education

Bachelor of Computer Applications | BHARATHIAR UNIVERSITY | Graduated: 2024

Certifications

- Microsoft Certified IT Professional
- Trained in CCNA, MCSA, RHCSE
- MS Office 365 training

DECLARATION

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