

# JERIN ANTONY

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## PROFESSIONAL SUMMARY

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System Administrator with over **7 years of experience** managing and supporting enterprise IT infrastructure. Strong expertise in **Windows Server, Active Directory, Office 365 administration, virtualization (VMware, Hyper-V), networking, and system security**. Proven ability to ensure high system availability, perform proactive maintenance, troubleshoot complex infrastructure issues, and support end users while maintaining **Service Level Agreement (SLA) compliance** in fast-paced environments.

## CORE COMPETENCIES

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- **Operating Systems:** Windows 10/11, Windows Server, Legacy Windows (XP/7/8)
- **Identity & Cloud:** Active Directory, Office 365 Administration, User Group Management
- **Retail IT:** POS Systems, Self-Checkout Kiosks, Barcode Scanners, Receipt Printers
- **Networking:** TCP/IP, LAN/WAN, DHCP, DNS, Network Troubleshooting
- **Virtualization:** VMware, Hyper-V
- **Support Tools:** Helpdesk Ticketing, Remote Support, SLA Management

## PROFESSIONAL EXPERIENCE

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### IT Support Engineer

*Lulu International Shopping Malls Pvt. Ltd*

**Mar 2024 – July 2025**

*Karnataka, India*

- Administered IT infrastructure for **100+ users** including desktops, laptops, and servers
- Supported high-availability **POS and self-checkout systems** in a large retail environment.
- Installed, configured, and troubleshoot **Windows OS, printers, scanners, and peripherals**.
- Managed **Active Directory users, Office 365 accounts, and access permissions**.
- Monitored IT assets, performed preventive maintenance, and minimized system downtime.

### IT Administrator

*Bangalore City College of Nursing*

**Nov 2019 – Feb 2024**

*Karnataka, India*

- Administered IT infrastructure
- Managed **data backup and restore operations** to ensure data integrity and security.
- Installed and maintained **CCTV and security systems**.
- Provided Tier-2 support for hardware, software, and network-related issues.
- Handled Office 365 administration and shared printer configurations.

### Customer Support Engineer

*Ensure Service Support India Ltd*

**2017 – 2018**

*Kerala, India*

- Delivered on-site and remote technical support for enterprise clients.
- Troubleshoot **hardware, software, printers, and network connectivity issues**.
- Assisted with Active Directory account setup and system configuration.

## EDUCATION

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### Bachelor of Computer Applications (BCA)

*Bharathiar University*

**2024**

## CERTIFICATIONS

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- Microsoft Certified IT Professional (MCITP)
- CCNA, MCSA, RHCE Training
- Microsoft Office 365 Administration