




JULIA PHILIP

IT Assistant



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Personable and knowledgeable IT Support with over 6 years of experience assisting users with various hardware and application related issues. Inventive Technical Support eager to find novel and productive solutions for each customer's issue. Adapts to unique complaints and queries by performing independent research. Ability and interest to learn new technologies.



Skills

- User support
- Technical troubleshooting
- Application Support
- Technical issues analysis
- Hardware installations



Work History



IT Assistant

GKI, Sharjah, SH

- Installing and configuring computer hardware, software, systems, printers, and scanners
- Asset Inventory Tracking (Hardware, Software, Consumables and other supplies)
- Responding to queries on phone or via email.
- Providing technical support across company (this may be in person or over phone)
- Setting up accounts for new users
- Provide Support - Basic network, computer hardware, printer and mobile device support, Office 365.
- Administer end-user accounts including the creation and deactivation across Active Directory and other systems.
- Repairing and replacing equipment as necessary
- Testing new technology.
- Diagnose hardware and software faults and solving technical and

2017-05 - Current

2015-05 - 2017-04

- applications issues and escalate issue to Tier 2
- Implemented Xpedeon HRMS system, for HR/Payroll activities.
- Work with 3rd party vendors to resolve issues when required.
- Documented core systems configurations, passwords and system access requirements
- Prepare Purchase Requests at time of any purchase of IT Hardware/Software or consumables and prepare GRN at the time of delivery in SAP.
- Track the software renewals and following up with suppliers for the renewal quotes and negotiating on prices and processing the request. Preparing reports for Management Approval.
- Researching Application Suppliers for fulfillment of Project Completion Requirements.

Pre Sales Engineer

Forceis Integrated Security Solutions, Dubai

- Architect a comprehensive solution for ELV Systems , Parking Solutions with the right mix of products & technologies to meet the requirements of RFP / tender.
- Prepared cost estimates and bid documents by studying Client RFPs, Drawings and consulting with project managers.
- Attend clarification meetings with client / consultant & conducting site surveys whenever necessary.
- Develop product pricing by gathering quotes from manufacturers to meet system design requirements.
- Support the sales team in Technical solution presentations with the clients.
- Support after sales, for successful project implementation

2014-07 - 2015-02

Helpdesk Executive

Revenue Med, India

- Monitoring Network Traffic.
- Ownership/Monitor & update Tickets in the Ticketing system.
- Provide Initial Technical support online for incidents/requests and Escalate issues to next level.
- Track incidents to conclusion in line with SLAs and quality standards.
- Log complaint with ISP during internet outage.
- Update Contacts-Mobile number /VoIP Ext/Email id /Distribution list of key people in Each department.
- Participates in project activities to support infrastructure, network application or desktop teams.
- Updating team with presentations of monitoring tools used.



Education

2010-01 - 2014-01

Bachelor of Technology (B.Tech): Electronics and Communication

Accomplishments

- Collaborated with team of 10 in the development of Parking Solution at AISeef including Gate Barriers, Payment Kiosks,POF, Parking Guidance System.
- Used Microsoft Excel to develop inventory tracking spreadsheets.
- Collaborated and Coordinated with team of 10 in the implementation of HRMS System.
- Achieved Implementation of HRMS System for HR/Payroll tasks.



Languages

- Fluent in English, Hindi and Malayalam



Certifications

- Paxton Access Control System
- Samsung IP CCTV
- MCSA/MCSE
- CCNA (Routing and Switching)