



PRASANTH CHANDRA

(IT SYSTEM ADMINISTRATOR)

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Mobile:00974 70536246

Indian Passport No:U0587739

Visa Status: Resident Visa(Transferable)

QID No:28035630410

Passport Expiry: 29/10/2029

QID Expiry: 01/03/2025

Qatar M License : LMV

CAREER SUMMARY

Dedicated and skilled System Administrator with a comprehensive understanding of IT infrastructure, network administration, and system optimization. Proven track record of successfully managing and maintaining enterprise-level servers, ensuring seamless operations. Proficient in troubleshooting complex issues, implementing security protocols, and optimizing system performance. Adept at collaborating with cross-functional teams to meet organizational objectives. Continuously staying abreast of emerging technologies to drive innovation and efficiency in system administration. Total 15 years of IT experience in Qatar

SKILLS AND STRENGTHS

- ✓ Installing, configuring, and monitoring computer networks and associated equipment, such as intranet connections and email systems
- ✓ Analyzing, identifying, and resolving network and server problems, while maintaining detailed records of these issues.
- ✓ Creating and maintaining system documentation, including user manuals and update logs
- ✓ Establishing connections between computers and local or wide networks
- ✓ Ensuring the security of the organization's data and infrastructure
- ✓ Performing regular security backups to safeguard against server or software failures
- ✓ Keeping staff informed about system updates and modifications. And Team work

PROFESSIONAL ACCOMPLISHMENTS

- 1,Identified, analyzed, and resolved technical problems in a professional manner by providing guidance to Staff on various software, tools, and applications (Microsoft office 365, Outlook, Adobe, AutoCAD etc.)
- 2, Supervised the periodic inspections and maintenance checks on IT related equipment's(Plotter, thermal printer, Network accessories, Id card printer, air fiber, Programmable lift controller(Salto) etc..)
- 3, Coordinated with IT Network Services for all software upgrades/patches and escalated/resolved equipment issues(Like ,finger print attendance, CCTV /NVR, sonic wall file server and wireless locking systems(Salto)etc..)
- 4, Professionalism: Understanding ethical standards, maintaining professionalism, and adhering to legal regulations in system administration.
- 5, Leadership and Collaboration: Learning to collaborate within IT teams, demonstrate leadership skills, and contribute positively to the improvement of organization.

- 6, Continual Learning: Embracing a commitment to lifelong learning and staying updated with advancements in nursing practice, technology, and healthcare systems.
- 7, Ensured proper care and security of the computer system (controlled staff usage of programs as well as observed and controlled staff behavior according to approved policies and procedures).

WORK HISTORY

- **Netlife Qatar (Medical Software company)**- Currently working as a Software technical/Sales support staff (Medical center Software and Dental Center Software almost 22 clinics in Qatar running their Software)
www.netlifeqatar.com
- **Leonardo Al Bayt Stadium Project(FIFA), Al khor, Qatar**-System administrator, Al bayt site office May 2021 to 2023 March(Tender trading Contract).
www.leonardo.com/en/global/qatar
- **Tender Trading LLC, Doha- Qatar** worked IT Support staff Salto –Spain wireless Locking System and office IT support staff. Completed projects- Torch Tower, Doha /Wakra- Souq Hotels Zubhara hotel, Windham West bay, Nestle Water etc.www.tendertrading.com.
- **Qatar Star Services LLC**, Doha Qatar, System administrator,-company concentrating, Industrial catering, Event management (FIFA, AFC) and Facility management.www.starserl.com.
- **Bensoft systems Kerala, India** IT support Staff- concentrating Custom software development Web Application development, outsourcing Services, advanced Software Training, Corporate training, computer Sales & Service, Multi-language Solutions and Networking Solutions
www.Bensoftsystems.com

EXPERIENCE SUMMERY

- **Netlife Qatar : From 2024 February working as Software /Sales support Staff**

Responsibilities

- Provide technical support to healthcare staff and professionals. Troubleshoot and resolve

IT issues related to software, and network systems. Monitor system performance

and ensure optimal functionality. Perform regular system backups and recovery procedures.

Relationship Building with the clients, demonstrating and presenting new products and features

Establishing new business(Few Clients: Qatar Prime Dental Center,Al Dana, Zone Dental,

Ocean Medical center,Canadian Medical center ,Labelle medical center, Dr:Kuttys Medical Center ect..)

➤ **Leonardo Al Bayt Stadium Project, Al khuor, Qatar- Tender trading LLC contract (From march 2021-Oct 2023)**

Responsibilities

- At the stadium site office with around 200 systems, responsibility's mainly software usage, licensing and maintenance such as AutoCAD, Autodesk Revit, Office 365, Adobe etc. and network/internet related task were done and storage/Network like -file servers/ file share/permissions/internet, Ubnet Air fiber and Nano stations, Avaya IP phone, CCTV/NVR ,Firewall/Sonic wall ,Network Switch, Access control ,Wall LED displays
- Collect information regarding inventory and provide it at regular intervals as required by management
- Sending daily attendance of staff Report (subcontracting companies and our company to head office) (Fingerprint attendance report)
- Execute systems and network design, documentation, implementation, testing, and administration, and ensure components meet business needs and work together seamlessly
- Implement applications and software upgrades and troubleshoot any performance issues
- Inform the head office of IT related requirements, and their prices, and also inform about warranty and periodic services(Copier and Plotter).

➤ **Tender trading LLC (from march 2009-march 2021) as IT support staff**
SALTO Wireless Access control system-Spain(channel partner in Doha-Qatar)

Responsibilities

- Configure wireless locks(Hotels),Node ,Gateway, Salto software server, Programing lift controller/sliding door controller/Parking bar controller , configure client systems accessories like Portable programmable device and encoder, Installation of salto space software and configuration. Tender Trading office IT support-
- Install, configure, and support workstation software, hardware, printers, and IP phones
- Analyze staff needs, identify vulnerabilities, and boost efficiency and accuracy
- Execute systems and network design, documentation, implementation, testing, and administration, and ensure components meet business needs and work together seamlessly
- Implement applications and software upgrades and troubleshoot any performance issues
- Train employees in using software and hardware, and provide technical support when needed
- Completed Projects: Torch Tower , Doha /Al Wakra Souq Hotels ,Windham west bay, Zubarah Hotel Al Dayafa Hotel ,Nestle water plant etc..

- **Qatar star services L.L.C (MNC) Doha, Qatar (Owned By Mizzen Holdings Group, Kuwait) as system administrator (from march 2008- march 2009).** which deals with trading, Catering Division, Restaurants Division, Manpower supply & Waste & Cleaning Management ,and constriction. (2022 FIFA Partner and 2023 AFC Partner)

Responsibilities

- Qatar star office IT support, Company Location IT support (Software Like SAP/Tally)
- Restaurant support POS(Pixel point and Casio) ,Software/Hardware Support
- Manage network servers and technology tools
- Set up accounts and workstations
- Monitor performance and maintain systems according to requirements
- Troubleshoot issues and outages
- Ensure security through access controls, backups and firewalls
- Upgrade systems with new releases and models
- Develop expertise to train staff on new technologies
- Build an internal wiki with technical documentation, manuals and IT policies

- **Bensoft Systems: As Services Engineer and Network Administrator- From 2005 July to march 2007** (which provides customized software & web solutions to customers globally)

Responsibilities

- Computer Lab IT support, Hardware /Software support/Software training support
- Installing and configuring computer hardware, software, systems, networks, printers and scanners
- Monitoring and maintaining computer systems and networks
- Responding in a timely manner to service issues and requests
- Providing technical support across the company (this may be in person or over the phone)
- Setting up accounts for new users
- Repairing and replacing equipment as necessary
- Testing new technology
- Possibly training more junior staff members

- **Reliance Infocom :Chemmad kerala:**CDMA mobile communication support

Responsibilities

- Installation of CDMA antenna and accessories
- Problem solving about billing
- Providing customer care awareness
- Sales and Billing

EDUCATION

- 2003 Diploma in Computer Hardware and Networking from Centre for Electronics Design and Technology of India (CEDTI- Department of Information Technology, Govt. of India).
- 2001 Bachelor of Arts (History) Calicut University, Kerala –India.
- 1998 Vocational Higher Secondary Course in Maintenance and Repair of Radio and Television from Government of Kerala(+2 1st group).
- 1995 S.S.L.C-Board of Public Examination, Kerala – India.

PERSONAL DETAILS

- **Date of Birth** : 17/05/1980
- **Gender** : Male
- **Nationality** : Indian
- **Marital Status** : Married
- **Permanent address** : C.L Nivas (House)
Paranthal P.O
Pandalam,Pathanamthitta(Dist)Kerala State ,India
Phone:00919446507422

References:-Shaheem(Leonardo-Doha) IT Manager-Mobile: 00974 66221241
Sudheesh .G. Panicker(Qatar Star Services) IT Manager-Mobile:00974 55546943
Anand Devuni(Salto Spain) Country Manager-Moble-00974 50166555
Vishnu(Sales Manager) Netlife Qatar –Mobile-00974 70401661

DECLARATION

I hereby declare that the information provided above is true to the best of my knowledge and belief.

Place : Doha

Prasanth Chandra

Date:22/12/2024