

IT Support Specialist

Eldhose Mathew

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WEBSITES AND SOCIAL LINKS

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Portfolio: eldhose.info

SUMMARY

IT Support Specialist with over 3 years of hands-on experience in IT infrastructure, system administration, and virtualization (VMware, Hyper-V). Skilled in troubleshooting hardware/software, managing both Windows and CentOS environments, configuring RAID setups, and handling IT asset management. Proven ability to reduce downtime and ensure seamless IT operations across multi-site networks.

As a dedicated IT Support Specialist with a passion for problem-solving and a commitment to delivering exceptional service, I am eager to join your team. My extensive experience in troubleshooting, system administration, and technical support equips me to enhance your IT operations. I thrive in dynamic environments and am excited about the opportunity to contribute to your organization's success by ensuring seamless technology experiences for all users.

EXPERIENCE

SENIOR IT SUPPORT SPECIALIST | Feb 2024 — Present

Safecare Holdings - Abu Dhabi, UAE

- **Network Optimization & Security:** Engineered and maintained secure network architectures utilizing Cisco Catalyst 3850 switches, optimizing VLAN configurations and DHCP pools (transitioning to /23 subnets) to support increased user density.
- **Virtualization & Server Management:** Administered VMware environments, overseeing VM lifecycle management, RAID configurations, and proactive server health monitoring to ensure 99.9% uptime.

- **Branch Connectivity:** Managed remote site infrastructure, troubleshooting complex DDNS and port-forwarding issues for Hikvision NVR/IVR systems to ensure seamless surveillance monitoring.
- **Asset & Vendor Lifecycle:** Streamlined IT procurement and asset management, coordinating with vendors for hardware renewals and maintaining rigorous documentation of the security infrastructure.
- **Infrastructure:** Expertly manage Cisco-based switching/routing, VMware virtualization, and RAID storage systems.
- **Support:** Provide Tier 2/3 troubleshooting for complex hardware, network, and connectivity issues across the organization.
- **Operations:** Lead IT asset tracking, vendor relations, and procurement strategies to modernize the hardware lifecycle.

IT SUPPORT ENGINEER | Jun 2022 — Dec 2023

Equity Career Technologies - Bengaluru, India

- Resolved 95% of support tickets on first contact, boosting customer satisfaction.
- Streamlined IT processes, reducing response time by 30% for urgent issues.
- Implemented proactive monitoring, decreasing system downtime by 40%.
- Trained 50+ staff on IT best practices, enhancing overall team productivity.
- Managed IT infrastructure upgrades, improving system performance by 25%.
- Developed user-friendly documentation, reducing repeat inquiries by 20%.

SYSTEM ADMINISTRATOR | Jul 2021 — Dec 2021

NSEIT - Kochi, India

Installed and configured routers, switches, and firewall devices for internal networks. Provided support for server and NAS storage environments. Performed scheduled maintenance and resolved escalated technical issues.

EDUCATION

Nirmala College - Muvattupuzha, India | Bachelor of Commerce (BCom)

Office Management & Secretarial Practices | 2018 – 2021

SKILLS

- Desktops, Laptops, Printers
- TCP/IP, DNS, DHCP
- RDP, TeamViewer, AnyDesk
- RAID, Rack Servers, VM Snapshots & Backups
- Email Configuration
- IT Asset Lifecycle
- Software License Management
- Network Administration
- Ticketing Systems
- Incident Resolution
- Problem-Solving
- Incident Management
- Routers, Switches, Access Points
- Windows, CentOS (Linux), Microsoft Outlook
- VMware, Hyper-V
- Domain & Hosting Panels
- MySQL
- Vendor Coordination
- Technical Troubleshooting
- Active Directory
- Customer Service
- User Support
- Customer Support
- Ticket Management

LANGUAGES

English

Malayalam

Hindi

Tamil

CERTIFICATIONS AND LICENSES

Cisco Certified Network Associate (CCNA) – Training Completed (Certification in Progress)

UAE Driving License - Yes