



Abel Varghese Thunniyott

✉ aabelvarghese830@gmail.com ☎ 0553659475 📍 Dubai, UAE

IT OFFICER

About me

IT Officer with experience supporting both hospital and corporate environments. Skilled in system administration, Windows Server, Active Directory, networking, backups, and end-user support. Proven ability to maintain secure, reliable IT infrastructure and deliver timely technical support across diverse business settings.

Experience

IT Officer

Karuna Hospital 2023 - 2026

Responsibilities:

- Lead a team of IT support staff, managing day-to-day operations, setting priorities, and ensuring timely issue resolution.
- Assign and track support tickets, monitor SLAs, and conduct regular performance reviews of team members.
- Train junior technicians and new team members on hospital IT policies, system procedures, and troubleshooting techniques.
- Collaborate with department heads to understand technology needs and plan IT resources accordingly.
- Manage hospital networks and server maintenance.
- Troubleshooting printers, scanners, and Xerox machines.
- Create user ID's in HIMS and Handle incident reporting.
- Oversee CCTV and biometric system installations.
- Troubleshoot internet, telephone, and audio-visual systems.
- Generate daily reports and assist with patient queries.
- Order parts and manage vendor relationships.
- Provide VIP support and install printers and scanners.
- Assigning the System & Printers to new user with basic software.

Technical Support Engineer

Nityo Infotech 2022 - 2022

Responsibilities:

- Managed partner systems and provided technical support.
- Utilized ticketing tools for issue resolution and email communication.
- Administered the partner web portal.

Sr. LI Networking Engineer

Iksula Service Pvt Ltd 2019 - 2022

Responsibilities:

- Provided online remote support and VIP assistance.
- Managed email communications and user-end support.
- Oversaw firewall management and IT asset inventory.
- Conducted server maintenance and system health checks.
- Generated daily, weekly, and monthly reports.
- Worked on ticketing systems for issue resolution.

Hardware Engineer

Smart Tech Computers 2015 - 2019

Responsibilities:

- Configured and upgraded computer systems.
- Provided customer support and maintained client systems.
- Enhanced system performance and troubleshooting.
- Performed system formatting and router installations.

Skills

Leadership
System Security
Biometric System
Remote support & End User Support
Time Management
Backup & Recovery
Server Maintenance
TCP/IP, DNS & DHCP
Firewall Management & VPN Access
Ticketing System (SLA)
Laptop & Desktop Management
IT Assets Inventory Management
Office 365 & Outlook Configuration
CCTV system support & monitoring
Vendor coordination & AMC handling

Education

Bachelor of Computer Applications (BCA) 2016-2019
Patkar Varde College
Yashwantrao Nashik University

Higher Secondary Certificate (H.S.C.) 2014-2016
Alpha Junior College
Mumbai University

Secondary School Certificate (S.S.C.) 2009-2010
ST. Dominic Savio
NIOS Delhi Board

Certifications

Keerti Institute. 2012 - 2013

- *Hardware & Networking (A+ & N+).*
- *Microsoft Certified IT Professional (MCITP).*
- *Cisco Certified Network Associate (CCNA).*

Don Bosco College. 2010 - 2011

- *(I.T.I) in Refrigeration & Air Condition.*

Languages

English	100%
Hindi	100%
Marathi	80%
Malayalam	70%