



David Sandil

System Support
Engineer

Work Experience

System Support Engineer

June 2013 - May 2021

Delhi Private School - Dubai

Applicable ability to lead an IT / technical workforce for the smooth functioning of converged operations of an institution along with different departments through a continuous process of development, innovation, and learning.

Extensive exposure to IT infrastructure management with more than 400 front-end users.

- Extensive exposure to System and Network administration in K12 Schools with more than 3,500 students and 400 staff
- Extensive exposure to Fortigate firewall, Sonicwall firewall, Cisco Routers, and Catalyst Switches.
- Extensive exposure to proxy, anti-virus, and backup server configurations.
- Exposure of Lotus Domino and Sametime Collaboration server configuration and administration.
- Extensive exposure to LAN planning, Fiber Cabling, Ethernet cabling, Wireless installation, and troubleshooting.
- Extensive exposure to installation, administration, and troubleshooting of Windows 2008/2012/2016 operating system/server and different enterprise software.

Technical Skills

- Microsoft 365 for Education tenant setup and administration
- Google Workspace Education tenant setup and administration
- Supervising the development, maintenance, and security of computer and information network systems.
- CRM workflow designing.
- Device, Data Circuit, and Voice Network Monitoring using HP OpenView and HP UX Network Management Servers.
- Device monitoring using Concord SysEdge and Dlink DView 6.
- RADIUS based on Internet Authentication Server (IAS)
- BMC Remedy Incident management.
- HP Peregrine Service Center Incident Management.
- Firewall (Fortigate 200/1B, Sonicwall NSA3600, Dlink DFL 500) policies, Cisco Routers, and Switches configuration.
- Acronis Backup 12.5 administration
- WIFI (Wireless LAN) infrastructure planning and implementation of Arista Network.
- Lotus Domino and Sametime Server 7 Installation and maintenance.
- XMPP RFC 3920 and 3921 compliant Instant Messenger server (CITADEL).
- Web, KMS, SQL server deployment in Windows and Linux environments.
- Antivirus Sever of Kaspersky Open Business security and Symantec End Point.
- Active Directory, DHCP, DNS, Squid Proxy, Kerio Control.
- Subnetting and WAN internetworking including IP/IPX, EIGRP, RIP, and TCP/IP.
- Fiber and Ethernet Cabling.
- Biometric attendance system implementation.



Contacts

+971 55 9575009

davidsandil@gmail.com

Sharjah, UAE

About Me

Experienced handling networking concerns, implementing new software, installing new hardware and addressing user concerns. Brings attention to detail and dedication to technical improvement in each job. Past achievements include new network architecture component selection and implementation, earning leading industry certifications and driving the achievement of departmental goals.

Professional Certifications

Cisco® Certified Network Associate (CCNA) 4.0

Dec 2006

Microsoft® Certified System Administrator (MCSA) Windows 2003

April 2007

Acronis Certified Engineer for Acronis Backup 12.5

2017

Language

English


Hindi



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 Sharjah, UAE

Work Experience

(RTPL associate) as Project Lead Central Institute of Psychiatry, Ranchi, India	Dec 2008- Sep 2011
Sr. Officer (Customer Service) Vodafone Essar Spacetel Ltd., Ranchi,	Oct 2008 - Nov 2008
Senior Technical Support (Sr. Technical Analyst) Caritor (Keane) International, Bangalore, India	Sep 2007 - Feb 2008
Customer Engineer (CE) Tej Computers Ltd, Ranchi, India	Sep 2004 - April 2007

Profession Relevant Skill

- Assisting users in person and remotely with hardware-related concerns.
- Utilizing technical training to resolve concerns related to software functionality.
- Providing phone and online support to users.
- Working in a team-oriented environment.
- Implementing documentation protocols into departmental operations.
- Supporting audio-visual interface with computer workstations and telecommunications technologies.

Education

Graduation

**Xavier International University,
Goa.**

July 2004,
Above 60 percent

HSC/ XII

**Guru Nanak School, C.B.S.E.,
Ranchi**

2001
Above 60 percent

SSC/X

**Bishop Westcott Boys School,
1999**

Above 60 percent

Visa Status - Spouse Visa