

## PRAVEEN SUDHAKARAN NAIR

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Current Location: Abudhabi, UAE.



## OBJECTIVE

Seeks the position of Web Designer in your esteemed organisation where I can implement my self-trained professional IT experiences and ideas which will strengthen and expands the company's mission and vision.

## Web Designer

Continuing for just over 12 years in the IT industry, I started Web designing as an add-on to my career since Feb 2020. As I am a self-driven freelance web designer, I am sure I can achieve the targets for your company requirements within least period. A proven team player which leads to achieving award winnings, fast learning, dedicated towards my assignments followed with accuracy and adaptability towards altering and diverse environments.

## CORE COMPETENCIES

- Designing : HTML5, CSS, Javascript, JQuery, GIT Version Controller
- Programming : C, Java using Eclipse SDK, Python
- Testing : Win runner, QTP, Test Director, Load Runner
- Networking & Server : Cisco – CCNA, MCSE.
- Video Editing : Open Shot Video Editor
- Operating Systems : Windows 2012 Server R2, Windows Client OS, Linux.

## WORK EXPERIENCE

**Freelance as a Web Designer. My Web Projects are**

- <https://praveen-772.github.io/myself/>
- <https://praveen-772.github.io/mywebsite/>
- <http://prp2020.000webhostapp.com/>
- <https://praveen-772.github.io/onlinechannels>

### (1) Princes Ruby, Abudhabi, UAE

<http://prp2020.000webhostapp.com/>

**May 2017 to Till now**

#### **System, Network & Website Support**

- Creation, updating & maintaining website for the company.
- Configuring and maintaining Active Directory, DHCP, DNS, WDS on Server 2012 R2.
- Provides installation including Server OS and other software's needed for daily requirements concerning our work.
- Maintenance regarding Backup and software updates to be performed on fixed intervals.

**(2) Asianet Satellite Communications Ltd. India****April 2013 – April 2017**<http://asianetbroadband.in/>**Officer Customer Support**

- Provide level 3 support for Broadband issues received through email and reply after thoroughly verifying the configurations on Cisco Broadband Routers based on customer tickets. Finally conforming with the customer before closing the tickets.
- Lively monitoring, escalating and providing solutions related to Bandwidth issues during peak hours on the entire network links including both Coaxial modem & Fibre Connectivities.
- Providing on-site support for Primary (Fibre) customers during an emergency.
- Co-ordinating with other RF network teams for the customer complaint resolutions and ensure proper escalations if needed like material upgradations.
- Supporting my teammates on their work after my assignment, making sure to reduce the frequency of complaints to the lowest level.
- Provides technical training to Beginners by polishing them to our level within a short time span.

**(3) Asianet Satellite Communications Ltd. India****November 2008 – March 2013**<http://asianetbroadband.in/>**Supervisor Customer Support**

- Provide level 2 support for Broadband issues receiving through voice and also Walk-in customers by thoroughly verifying the configurations on Cisco Broadband Routers based on customer tickets.
- Analysing and performing network configurations on customer end routers for connectivity issues like IP related issues, Wi-Fi Authentication issues, CCTV Port forwarding issues.
- Provide solutions to Usage issues and also to Login Authentication problems faced by customers by resetting the password after verifying the customer.
- Lively monitoring, escalating and providing solutions related to Bandwidth issues during peak hours on the entire network links including both Coaxial modem & Fibre Connectivities.
- Providing on-site support to customers during emergency conditions like manpower shortage.
- Co-ordinating with other RF & Operation Centre teams for the customer complaint resolutions and ensure proper escalations if needed for material upgradations.

**(4) Society for IT Development (SITD), India**  
**Software Testing Trainer****November 2007 to October 2008.**

- Delivering training programs to participants in a classroom environment for both theory and practical sessions and guide them with manual notes.
- Responsible for handling technical queries and respond dynamically.

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- Responsible for evaluating student's performance weekly and also for the main exams conducting by the Department Head.

**(5) Sun Micro Systems, India**  
**Junior Hardware Engineer**

**January 2007 to October 2007**

- Responsible for New PC Hardware Assembling based on the requirement of the customer either financially or performance wise and deliver to customer location.
- Provides support for Hardware and Software issues including OS, based on the maintenance contract with customers.
- Maintenance / Replacement support for faulty hardware at customer location.

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### **ACADEMIC QUALIFICATIONS**

- Bachelor of Technology in INFORMATION TECHNOLOGY, Kerala University, Kerala, India. Period from 2002 to 2006.  
(WES, Toronto, Canada Approved)

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### **CERTIFICATIONS & TRAININGS ACQUIRED**

- IELTS : Listening – 6, Reading – 5.5, Writing – 6, Speaking – 6.5
- CCNA Certification : CSC011213585
- MCSE Certification : 14815297 (Windows 2012 Server R2)
- Web Designer : Packapeer Academy Private Ltd.
- Android Training : Software Development on Android from ACEWARE Technologies.
- NOC Training : Training about Current Network Architecture from Asianet Network Operation Centre.

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### **ACHIEVEMENTS**

- Awarded for the Best Employee for the “Support, Effort & Hard work” in 2010.
- Awarded for the Best Performer for “Certificate of Excellence” in 2011.

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