

# Beeraj Jhummun

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## PROFILE SUMMARY

A quick-learner, self-motivated and ambitious computer science graduate with a passion for working within the IT Industry. I am currently seeking a challenging position in my field of specialization where my skills will benefit your company and contribute towards my career development.



## TECHNICAL SKILLS

### SOFTWARE/APPLICATIONS

- Microsoft Office
- Adobe Dreamweaver
- Adobe Photoshop
- Atlassian JIRA
- MS Exchange
- Active Directory
- Group Policy

### SCRIPTING

- HTML / CSS
- Java / JavaScript
- C#
- MySQL

### HARDWARE

- Networking (TCP/IP)
- IP Camera / VOIP
- PC Troubleshooting

### PLATFORMS

- Windows OS (inc. Server)
- Mac OS
- Android + iOS

### OTHER

- System Imaging
- WordPress / Joomla
- Office 365 Management

### PERSONAL SKILLS

- Customer Service
- Decision Making
- Quick Learner
- Great Team Worker
- Strong Work Ethic
- Natural Problem Solver
- Excellent Communication
- Management Skills
- Time Management



## EDUCATION HISTORY

### MIDDLESEX UNIVERSITY

London, United Kingdom  
Oct, 2010 - Jul, 2014

Bachelors of Science in Computer Science

**Grade: First Class (GPA: 4.0)**

### BARKING COLLEGE

Romford, United Kingdom  
Sep, 2007 - May, 2010

BTEC National Diploma in Information Technology (D)  
BTEC First Diploma in Information Technology  
Advanced PC Configuration

### DAGENHAM PARK SCHOOL

Dagenham, United Kingdom  
Sep, 2005 - Jul, 2007

GCSE Information Technology  
GCSE Mathematics  
GCSE English



## WORK EXPERIENCE

### HSA ACCOUNTANCY

Jul, 2019 - Present  
(Full Time)

### Second-Line IT Support

- Set-up and configure workstations, printers and telephony.
- Diagnose and troubleshoot hardware and software faults.
- Support users in the use of computer equipment's by providing necessary training and advice.
- General network administration and troubleshooting, TCP/IP and LAN/Wi-Fi.
- Manage and maintain staff user and email accounts.

## NOVUS ALTAIR

May, 2017 - Jun, 2019

(Full Time)

### Third-Line IT Support, Marketing, Designer and Developer

- ③ Manage and prioritize support tickets using Zendesk.
- ③ Communicate with clients face-to-face, over the phone, e-mail and remotely using TeamViewer.
- ③ Travelling to client sites to carry out troubleshooting tasks.
- ③ Install, upgrade and support windows and other authorized applications, devices and infrastructure projects.
- ③ Printer configuration, maintenance and troubleshooting.
- ③ Creation and amendment of active directory users/groups.
- ③ Manage and configure Aastra VoIP telephone systems.
- ③ Supported the design, planning and testing of the Novus Guard mobile application on Android and iOS.
- ③ Using Google Search Console to monitor and optimise the company websites in-order to boost the ranking on Google.
- ③ Analytics reporting and adapt/correct tracking systems accordingly, such as: Facebook Pixel, Google Analytics.
- ③ Promote products and services in-order to create more traffic and sales towards the company websites via SEO, Social Network and E-mail Marketing.

## EXCLUSIVE GROUP

Sep, 2014 - Mar, 2017

(Full Time)

### Second Line IT Support

- ③ Provide day-to-day IT support for in-house staff along with account creation and training for new starters.
- ③ Configure and deploy a windows-based server to support the entire business infrastructure and users.
- ③ Exposure on system imaging, cloning and deployment using Acronis True Image.
- ③ Administration and management of Avaya IP phone systems, such as call groups, forwarding, voicemails etc...
- ③ Configuration of VOIP SIP accounts in Zoiper and Bria Solo (formerly XLite).
- ③ Network troubleshooting (LAN/Wi-Fi) and CAT5/6 wiring.
- ③ Design and deploy an in-house intranet for logging information using Joomla.
- ③ Design, develop and promote the company website.



### LANGUAGES

- ③ English - Full Proficiency
- ③ Hindi - Limited Proficiency
- ③ Mauritian Creole - Full Proficiency
- ③ French - Limited Proficiency



### HOBBIES

- ③ Computing
- ③ Reading
- ③ Fitness
- ③ Cooking - Chicken "Katsu" Master
- ③ Gaming - FPS & MMORPG
- ③ Travelling

References available upon request