Johnny Silvester

To start my career with an organization where I could add value to the organization for the mutual success by using my technical knowledge and skills.

Work Experience

IT Technician - YACCA TECHNOLOGIES LLC DUBAI

January 2023 - December 2025

- Assembling & disassembling.
- Configuration with the internet.
- Solving the regular upcoming hardware issues.
- Software installing and configuring.
- Proficiency in connecting on-premises networks to cloud services (e.g., AWS, Azure)
- Advanced skills in network security, including intrusion detection, VPNs, and firewall management.
- Knowledge of installation, configuration, and troubleshooting of Windows Server (Active Directory configuration) and Linux operating systems.
- Solving the technical issues of the employees.
- Routing & configuring the network & LAN cables.
- Network connectivity troubleshooting.
- Communicating and negotiating with users, specialists, other staff, and suppliers.

Projects

IT Support - KPMG DUBAI

October 2024 - December 2024

- Install and configure operating systems such as Microsoft Windows.
- Install and update applications.
- Set up new computers and user accounts.
- Software installing and configuring.
- Create and manage user accounts in systems like Active Directory.
- Provide onboarding IT setup for new employees.
- Maintain IT asset inventory.
- Perform system updates, patches, and backups.
- Maintain antivirus and endpoint protection.
- Provide remote support using tools like TeamViewer or AnyDesk.

IT Support - EMIRATESNBD DUBAI

March 2025 - June 2025

- Install and configure operating systems such as Microsoft Windows.
- Install and update applications.
- Set up new computers and user accounts.
- Software installing and configuring.
- Create and manage user accounts in systems like Active Directory
- Provide onboarding IT setup for new employees.
- Maintain IT asset inventory.
- Perform system updates, patches, and backups.
- Maintain antivirus and endpoint protection.
- Provide remote support using tools like TeamViewer or AnyDesk.

Contact

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Skills

Technical Skills

- Desktop & Laptop Troubleshooting
- Hardware Installation & Maintenance
- Operating Systems: Microsoft Windows, Linux, macOS
- Software Installation & Configuration
- Printer & Peripheral Support
- System Upgrades and Patch Management

Networking Skills

- LAN/WAN Configuration
- TCP/IP, DNS, DHCP
- Router & Switch Configuration
- Wi-Fi Troubleshooting
- Network Monitoring

System Administration

- User Account Management in Active Directory
- Group Policy Management
- File & Folder Permissions
- Backup and Restore Management

Tools & Technologies

- Remote Support Tools: TeamViewer, AnyDesk
- Ticketing Systems (Service Desk tools)
- Microsoft Office Support
- Antivirus & Endpoint Security

Languages

- English (Fluent)
- Malayalam (Fluent)
- Hindi (Proficient)

Educational Background

BACHELOR OF COMPUTER EDUCATION
Mysore University
2021

Pre - degree course
Alpha college
2017

High School Education
St. Aloysius Higher Secondary School
2013

INTERESTS

- Internet surfing
- To learn about new technology
- Listening Music
- Traveling
- Photography