

CONTACT

Phone / WhatsApp
+971 50 854 3161

Email
csreejithc@outlook.com

LinkedIn
linkedin.com/in/
sreejith-chempadathil

Website
sreejith.cv

Location
Dubai, UAE

AVAILABILITY

- **UAE Job Seeker Visa (120 Days)**
- **Immediate Joiner**
- **Flexible Shifts**

CERTIFICATIONS

- ITIL Foundation
- Google IT Support Specialist
- CompTIA Security+
- FortiGate Administrator

CORE SKILLS

- End-User & Helpdesk Support
- Network & Wi-Fi (LAN/WAN)
- Routers, Switches, Firewalls & Access Points
- FortiGate Firewall & VPN
- Active Directory & Windows Server
- CCTV, NVR/DVR & ELV Systems
- Audio-Visual Systems
- OLT/ONU Fiber & Fiber Splicing
- Electrical & Automation Installation
- IT Asset, Vendor & AMC Management

SREEJITH CHEMPADATHIL

IT, Network & ELV Support Engineer

Hotels | Hospitals | Schools | Telecom | Businesses

PROFESSIONAL SUMMARY

Versatile IT, network and ELV support professional with **11+ years of hands-on experience** across hospitals, hotels, schools, telecom and businesses. Former IT & Biomedical In-Charge at a hospital and IT & Network In-Charge for a fiber, IPTV and VoIP network serving **800+ customers**. Supports end users, networks, CCTV, audio-visual, POS and billing systems, and hotel systems including Opera PMS, Adaco and Simphony, backed by a Diploma in Electrical & Electronics Engineering and an MBA in Healthcare Management. Experienced in ITIL helpdesk practice, asset inventory, vendor coordination, backups and data confidentiality. Recognised for high customer satisfaction, zero-data-loss server migration and cost-saving projects. Calm, customer-first and flexible with shifts.

SECTOR EXPERIENCE

Hotels & Hospitality
POS and billing terminals, Opera PMS, guest and staff Wi-Fi, CCTV, AV, IPTV and VoIP

Hospitals & Healthcare
HIS, pharmacy, billing and registration systems, patient-data backups and access control

Schools & Education
Computers, printers, Wi-Fi and network setups, CCTV and audio/video installation

Telecom & Networks
OLT/ONU fiber, optical fiber splicing, LAN/WAN troubleshooting and uptime monitoring

PROFESSIONAL EXPERIENCE

IT and Network In-Charge

Feb 2024 – Oct 2026

Star Cable Network | Kerala, India

- Managed LAN/Wi-Fi, network devices and OLT/ONU fiber infrastructure delivering IPTV and VoIP to **800+ customers**; performed optical fiber splicing.
- Maintained and configured routers, switches, firewalls and wireless access points.
- Planned, designed and supported changes to a mission-critical voice, video and data network.
- Monitored uptime, identified and resolved connectivity faults quickly with minimum disruption to customers.
- Performed regular preventive maintenance to keep the network running smoothly.
- Kept network documentation, equipment inventory and configuration backups current; coordinated vendors for servicing and warranty.

General, IT & Biomedical In-Charge

Dec 2022 – Dec 2023

Ardram Hospital | Kerala, India

- Supported HIS, pharmacy, billing and registration systems for doctors, nurses and counter staff; resolved PC, printer and access issues.
- Maintained hospital LAN/Wi-Fi, servers, desktops, label and report printers, CCTV and AV systems.
- Created user accounts in Active Directory, assigned permissions and managed backups and access control for patient data.

EDUCATION

- **MBA – Healthcare Management**
- **MCA**
  In progress
- **Diploma in Electrical & Electronics Engineering**
  3 Years

SOFTWARE & SYSTEMS

- Opera PMS
- Adaco
- Oracle Simphony POS
- Hospital Information Systems (HIS)
- Microsoft 365

TECHNICAL TOOLS

- VMware, Hyper-V, VirtualBox
- PowerShell, Bash, Python
- IP addressing & VPN
- Network & fiber cabling

STRENGTHS

- Customer-First Service
- Problem-Solving & Decision Making
- Calm Under Pressure
- Communication & Interpersonal Skills
- Technical Documentation

LANGUAGES

- English
- Malayalam
- Tamil

NATIONALITY

Indian

SCAN FOR MY WEBSITE

CV download, projects and verified certificates

Sreejith Chempadathil

IT, Network & ELV Support Engineer

PROFESSIONAL EXPERIENCE (CONTINUED)

General, IT & Biomedical In-Charge

Dec 2022 – Dec 2023

Ardram Hospital | Kerala, India (continued)

- Maintained medical instruments, identified malfunctions and repaired them; improved biomedical equipment performance.
- Kept the IT asset inventory and service records; coordinated vendors and warranty.
- Trained and guided staff on systems and the proper use of biomedical equipment.

Freelance IT & Technical Support

Part-time, alongside employment

Hotels, Healthcare & Schools | Kerala, India

- Supported computers, printers, POS/billing terminals, Wi-Fi and network setups for hotels, clinics and schools.
- Provided Opera PMS support at a hotel: fixed workstations and printers and resolved user log-in issues.
- Installed CCTV, NVR/DVR and audio/video systems; repaired mobile devices and electronics; carried out electrical and automation installations.

Operations & Administration In-Charge

Jul 2020 – Nov 2022

Perithalmanna Gas Agencies | Kerala, India

- Managed daily operations, staff coordination, stock, records and vendors; maintained equipment and basic IT.
- Maintained clear communication with hospitals and customers for smooth, uninterrupted delivery of medical oxygen.

Technical Customer Support Engineer

Feb 2019 – Jun 2020

BSNL Telecom Exchange | Kerala, India

- Provided first-level telecom and LAN/WAN support to customers by phone, email and chat.
- Logged faults, tracked them to closure and escalated complex issues; used remote diagnostics to identify causes.

Accounts and Office Administrator

Jul 2016 – Jan 2019

Alpha Associates | Kerala, India

- Handled office administration, accounts and IT/equipment support; maintained accurate records, stock levels and documentation.

Service Engineer

Apr 2015 – Mar 2016

Aquafab Technologies | Kerala, India

- Installed, commissioned, maintained and repaired water purification equipment; coordinated with clients and vendors on service and warranty.

KEY ACHIEVEMENTS

- **Cut the budget by half** while managing operations at Ardram Hospital.
- Led a **server migration with zero data loss** and minimal disruption.
- Designed and executed a system upgrade plan, minimising downtime for end users.
- Provided cost-saving concepts for **CCTV and BMS projects**.
- Kept IPTV and VoIP service running for **800+ customers** with quick fault resolution.
- Consistently received **high customer satisfaction ratings** in user surveys.