**SURESH**

**Suresh.233407@2freemail.com**

### **Professional summary**

Seeking position as System Engineer and support of all IT needs. To continue my career with an organization that will utilize my MANAGEMENT, SUPERVISION & ADMINISTRATIVE skills to benefit mutual growth and success. Enthusiastic Technical Support Engineer with 5 years’ proven troubleshooting experience. Seeking management position in a dynamic IT department.

**Skills**

* Customer service expert.
* Hp certified Notebook service Engineer.
* HP Certified service partner Engineer (ID
* Diagnostic Tools Training for Desktop, Workstation, and Notebooks Has successfully completed On 12 Jun 2011
* Analytical and critical thinker
* Fast learner
* Skilled in TCP/IP and WAN
* Microsoft Certified Desktop Support Technician (MCDST)
* Microsoft certified professional.

**Work History**

June 2012-Current

**Customer Support Engineer SKY MAX INFOTECH LLC**

Dubai

* Handling Escalated customer and giving satisfactory service to the customers Handling DELL, HP, and THOSIBA notebook and desktop customers.
* Creating Domain users in micro soft 2003 and 2008server.
* Installed software, modified and repaired hardware and resolved technical issues.
* Managed call flow and responded to technical support needs of customers.
* Resolved customer issues in a clear, courteous and straightforward manner.
* Coordinated product orders.
* Researched, troubleshot and resolved complex problems independently.
* 5 years of technical support experience.

August 2007-June 2012

**Branch Manager HP (Hewlett Packard Ltd)**

Mangalore

* Monitoring CSN (Hp Tool).
* Maintaining & administration for all hp products.
* Responsible for hp Hardware, software and Technical issues.
* Troubleshooting, hp Desktop & Laptop thin clients.
* Updating the Bios and Notebook, Desktop related software.
* Application support for users.
* Maintaining day to day Reports and updating daily reports to HO & HP.
* Reporting daily man power activity.
* Scheduling the calls to the onsite and offsite Engineers.
* Every Saturday scheduling the meetings with Engineers.
* Worked closely with team members to meet or exceed all customer service requirements.
* Provided on-call support for critical issues.
* Investigated and resolved customer inquiries and complaints in an empathetic manner. Solved unresolved customer issues.
* Promptly responded to inquiries and requests from prospective customers. Strong leader of customer support staff.

October 2004-May 2007

**Service Engineer Nirmal Info World (ZENITH COMPUTERS LTD)**

Mangalore

* Trouble shooting Desktop, Laptop, Server and LAN.
* Assembling the Desktop and Notebooks.
* Trouble shooting the Network printers.
* Network crimping I/O port and cat5 crimping.
* Application and Hardware support for Clients.

**Education**

1997 **SSLC Govt High School** Kumbla

1997-1999 **Pre Degree Syed Madani Pre University College**  Ullala

1999-2002 **Bachelor of Arts: HEPS Mangalore University** Mangalore

2003-2004 **Hardware & Networking Engineering JETKING** Mangalore

###### **Declaration:**

I hereby declare that all the information furnished above is true to the best of my knowledge.