**Jineesh**

**E-mail:** **jineesh.27993@2freemail.com**

**Career Objective**

To get the entry level position in a well known company where I can enhance my technical skills and work for the profitability of the company.Solution-oriented, highly analytical, and resourceful candidate with over eight years of technical troubleshooting, end-user service, and network development experience. Expertise in software configuration and the testing/repair of various hardware applications

**Career Summary :**

**3+ years of working experience** in hardware and network engineer in dell.

**Key Skills**

* Excellent customer services, organizational, decision making skills
* Thorough knowledge about the working technique of the laptops
* Ability to install and repair hardware and software components
* Familiar with the quality control measures and testing technologies
* Efficient at updating knowledge in laptop technologies and software

**Educational Background**
- M.Sc Software Engineering passed in ManonmaniamSundernar University, Tirunelveli in the year 2010 with 80%.

-B.Sc computer Engineeringpassed inManonmaniamSundernar University, Tirunelveli in the year 2008 with 69%.

-Higher Secondary passed with 64%

-High school passed from 65%

**TECHNICAL SKILLS**

 Managing and Maintaining the Servers, PC’s, Routers and Switches.

 Configuring, Managing and Maintaining Networking Equipments.

 Network processing, centralized and distributive network connection

 Installing, configuring and administering network technologiesConfiguring and troubleshooting Microsoft Outlook and Outlook express.

 Installing configuring administrating software applications.

 Providing training about Microsoft Server 2003 and Client OS Windows XP.

 Providing Training of Basic Skills of Linux.Providing Training of troubleshooting of Computer Hardwar

Devices.

 Familiar with web technology HTML CSS

 Functional knowledge of Data base management SQL Server on windows and Mysql on Linux

 **Computer Skills**

* Languages: HTML, C, C++, Java, VB and SQL-Server,oracle.
* Operating Systems: Windows XP, Vista, win 7,win 8 andLinux.

**Work Summary**

I have an experience of 4 years of working as laptop repairer where I have managed several responsibilities of installing, repairing and upgrading the hardware, software and peripherals.

* Troubleshooting, analyzing and repairing problems of computer elements such as desktop computers, laptops and various components/peripherals of an IT network.
* Performing computer installation and operating system configuration in designated networks.
* Administering and monitoring performance of LAN/WAN network using remote connection tools.
* Provided network diagnostics, maintenance, repair,troubleshooting and implementation services to a variety oflocal businesses and organizations
* Set up and networked computer hardware and peripheraldevices for non profit organizations and private schoolsystems
* Designed and deployed network security solutions, includingfirewall configuration for local area networks

***Designation: ComputerService and network Engineer*** *Organization Name:* ***Dell***

*Duration: May2011 - till date
Responsibilities:*

* Undertake repairing work for the laptops and remove its malfunctioning
* Identify the nature and reasons of failure of the computer systems
* Repair the hardware components of the laptop and replace the defective parts
* Examine the visual components and make sure the screen portrays clear picture
* Ensure the laptops provides loud and clear audio quality
* Replace the non functioning keys of the keyboard and ensure its smooth operations
* Planned, assembled and installed computer systems in designated networks as per specifications.
* Installed and configured IT network components and assisted in the implementation of designed IT network configuration.
* Performed customer services on different firms’ departments and resolved hardware and software technical problems in the system elements after detailed analysis, including computer failures and software malfunctioning.
* Monitored and administered IT systems of firms and made recommendations to senior managers regarding hardware replacements, upgrades and new installations required.
* Provided solutions and technical guidance to clients facing technical issues and difficulties.
* Maintained records of hardware issues, performance and supplies.
* Proficient in LAN, WAN, and network installation, monitor, and programming.
* Able to repair, install, upgrade, and maintain desktop and notebook computers.
* Extensive knowledge of technology terms and developments.
* Exceptional customer service skills, account management, follow up, and sales.
* Excellent written and verbal communication skills.
* Ability to instruct users with computer and presentation skills.
* Ability to write engaging technical documents to assist users in software usage.

***Designation:ComputerService Engineer(Trainee)*** *Organization Name:* ***G-Tec IT Solutions,Chennai,Tamilnadu.*** *Duration: Aug 2010- April2011
Responsibilities:*

* Test the equipment to analyze the extent of the damage sustained by the laptop
* Repair the audio visual systems of the laptops and upgrade them to enhance its efficiency
* Make sure the processor operates speedily and without interruptions
* Examine the electrical components to ensure all wirings are well connected and usable
* Make changes to the configuration of the systems to make them compatible with the software
* Install a variety of software on demand from the users and ensure they suit the system's configuration

**Certifications/Training**

* Intel Ultra book Advisor and ultra book Expert
* Member in Microsoft retail edge

**Personal Details**

Name: Jineesh
Sex: Male
Marital Status: Single
Date of Birth: 26th May 1988,25
Nationality: Indian

**DECLARATION**

I do hereby declare that the above mentioned information is correct in best of my knowledge or I bear the responsibilities for the correctness of the above mentioned particulars.

Sharjah Jineesh