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**Professional Summary:**

Results-oriented IT Professional with proven leadership skills. 2 years experience as an IT Operations , technical and desktop IT support executive in an enterprise environment.

Strong knowledge of software architecture, security, and TCP/IP LAN and WAN technologies

Highly motivated Technical Support professional. Strong verbal, listening and written skills. Comfortable in interacting with all levels of the organization and public. Able to negotiate and problem solve quickly, accurately, and efficiently. Adept at multitasking to achieve individual and team goal

**Work History**

**IT Support Executive 10/2012 to 06/2013**

**IBM india pvt ltd – Bangalore, India**

Responsible for diagnosing & resolving hardware, software & end users problems.

Acting as the first point of contact for all IT & technical queries

Monitor and maintain video conferencing facilities.

Communicating with third party technical specialists.

Provide secondary support for LAN administration.

**IT Support Engineer 09/2013 to 11/2014**

**First advantage Pvt Ltd – Bangalore**

Installing and configuring computer hardware operating systems and applications;

Monitoring and maintaining computer systems and networks;

Talking staff or clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issues;

Troubleshooting system and network problems and diagnosing and solving hardware or software faults;

Replacing parts as required;

Providing support, including procedural documentation and relevant reports;

Following diagrams and written instructions to repair a fault or set up a system;

Supporting the roll-out of new applications;

Setting up new users' accounts and profiles and dealing with password issues;

Responding within agreed time limits to call-outs;

Working continuously on a task until completion (or referral to third parties, if appropriate);

Prioritizing and managing many open cases at one time;

Rapidly establishing a good working relationship with customers and other professionals, e.g., software developers;

Testing and evaluating new technology;

A competent IT support professional with a proven track record of providing specialist technical and helpdesk support. Extensive experience of working in the front line helping clients and colleagues resolve complex technical IT issues.

**Education:**

Diploma in Electronics and communication: Electronics and communication

Sri Bahubali College Hassan Karanataka India.

2004-2007

Bachelors of Engineering in Electronics and communication.

RajaRajeswari College of Engineering

2007- 2012

**COLLEGE PROJECT DETAILS:**

Title: GPS based tracking system for ensuring the results of the students to the parents through message

Duration: 3 months

Operating system: Windows- XP.

 Languages Used: C

Assembly language: Microcontroller 8051

**Description:**

The main objective of this project is to provide the parents of the students with the necessary results once the results have been fed into the computer. In this way the student’s performance is kept under constant observation. This helps in tracking the individuality of each student and his conduct.

**Additional Information**

Created exceptional support and training systems ,Consistently exceeded goals .

Initiated a comprehensive issue tracking process which in turn improved the quality and productivity of the

team.

Delivered training program PowerPoint presentations for the new joiners to understand the process in a better

way

Received Quality Monarch award twice for outstanding performance and excellent customer service.

**AREAS OF EXPERTISE**

Technical Support Delivery &,Customer Satisfaction & Retention ,Strategic Planning

Organizational Development , Cross-functional Leadership ,Analytical & Conceptual Problem Solving

**TECHNICAL COMPETENCIES**

Network Interface Cards , PCs & Laptops , Bridges, Hubs, & Routers ,Network Servers , LAN , WAN

Wi-Fi ,OSI Protocol Model ,Clarify ,Siebel ,Salesforce ,ADP , MS Office , Windows XP

**Personal Details**

 Date of Birth: 28th Aug 1988