CURRICULUM VITAE

 **GANESH**

**OBJECTIVE:**

To secure a challenging position in a well established organization where my knowledge and experience as a quality professional is shared and encouraged.

**PERSONAL SUMMARY:**

* Install, configure, maintain network services, equipment and devices.
* Queue management system implementation and support.
* Install, configure, maintain printers.
* Requires a thorough knowledge of networking essentials.
* Design of Extra low voltage systems such as CCTV, Access Control, Audio Visual and automation System.
* Proficient in Microsoft operating systems and Microsoft Office applications
* Understanding of business applications, printing systems, and network systems
* knowledge of standalone and network printers setup
* Plans and supports network and computing infrastructure.
* Prepare quotations,Follow up with client on requirements.
* Documents network problems and resolution for future reference.
* Follow up with Team on projects requirements, Supervise projects
* Knowledge of general networking/LAN, File & print servers, printers, etc.
* Experience in troubleshooting, hardware, network and dial up problems.
* Test and Commission the projects.

**JOB PROFILE:**

 **1. Employer : Digi info computers (09October2014-Present)**

Designation : Technical Support Engineer

**Responsibilities**:

* Time attendance machine installation, configuring and troubleshooting.
* Time attendance application support.
* Door access control configuration and installation.
* Vehicle tracking application support.
* CCTV installation and configuration.
* Remote application Support and Sales.
* Site Visit, Project Estimation and implementation.
* Network cable Pulling and crimbing.
* Basic Router configuration. 
* Dealing with all clients technical problems.
* Prepare and report the daily activities.
* Configure ip protocols.
* Gatebarrier system implementation.

**DUTIES:**

* Maintenance and Configure Door Access Control Systems.
* Install and Configure CCTV.
* Network Cable Pulling.
* Time Attendance Management System installation and application Support.
* Solve Customers technical complaints in professional way.
* Recabling or Patch panel changes to the Local LAN cables plant.
* Installing,Managing and Trouble shooting computer peripherals(printers,scanners,camers and all other computer equipments.
* Technical support hardware and software maintenance.
* Apply standard and advanced configuration.
* Prepare and report the daily activities.
* Backing up all Data daily and secured it.
* Upgrading and renewing equipment and computers.
* Dealing with all the clients technical problems.
* Provide Technical support & Problem Resolution (on phone, email, remotely and in-person) for IT related incidents
* Install, set up and troubleshoot desktops, laptops, tablets and phone systems in various site locations.
* Provide investigation, diagnosis, resolution and recovery for hardware/software problems.
* Participate in projects and provide assistance to Supervisor as and when needed.
* Document the resolution of all reported incidents/ problems
* Conduct technical support in line with documented company policies and procedures.
* Troubleshoot Cisco call manager
* Configure Cisco IP phones
* Setup network printers
* Configure Printers on PCs
* Support print quality and printer networking issues
* Resolve IT tickets within the agreed SLA timelines and update the service Management system for tracking, analyzing and reporting functions.
* Basic technical support at the network level: WAN and LAN connectivity, routers, firewalls, access points and security.

 **2. Employer : Speech and Software Technologies(3 Years)**

 **Designation : Network Support Engineer**

**Responsibilities**:

* Configuring Cisco switches, Nomadix and Access points.
* Server assisted network users rely on file sharing,Printing,Internet usage on campus.
* Supervisor for help desk center.
* Technical support manager.
* Installs,tests, and documents security patches. 
* Develops,tests,documents,implements and enhances backup and recovery procedures,including schedule coordination with the job scheduling staff.
* Develops,documents,implements and enhances applications change-management procedures and activities.

 **3. Employer : Speech and Software Technologies**

 Designation : **Desktop Support Engineer**

**Responsibilities:**

* Installs and documents installation process, configures and documents configuration decisions and assists with testing of middleware and application as directed.
* Installs configure and optimizes Operating Systems.
* Configuring Access points and Switches.
* Support for all computer Hardware System.
* Network Cable crimbing.

**PERSONAL DETAILS:**

Nationality : Indian

Date of Birth : 03.12.1987

Sex : Male

Marital Status : Single

Languages Known : English, Tamil, and Malayalam

**PROFESSIONAL DETAILS:**

Qualification : Master of Computer Application(MCA)Anna University, Chennai. .June 2012

Additional Qualification : Bachelorof Science in Computer Science , Apr 2008

 **Cisco Certified Network Associate (CCNA)Cisco id – CSCO12975513**

**AREA OF INTEREST :** Networking

 Configuring New vendor devices

 Setup Large network Environments

 Reading Network infrastructure

 Creating Vlans.

**Key Experience** :  **5 years in Project support.**

 **Installing,Managing and Troubleshooting different vendor devices.**

**Job Seeker First Name / CV No:1718934**

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