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**Chandrakantha Suvarna**

**IT Support/Technician**

With 10+ years of experience

**Career Objective:**

Seeking a professional career opportunity in **IT Support/Technician,** in a reputed firm where I could utilize my professional skills offering the opportunity for career growth, to preserve the challenging career and be a part of progressive organization that gives me a scope to cop up with the latest technological developments for organizational & professional growth.

**Personal Summary: ­**

* Having **10+ years** of experience as System administrator in **UAE** and India.
* Ability to take the initiative, improving processes, and meet time sensitive deadlines.
* Ability to work under pressure and provide result in limited time frame.
* Good team player having strong Problem solving skills verbal and inter-personal communication skills.
* Possess demonstrated ability to work effectively and congenially with employees at diverse levels.
* Energetic and capable of working with minimal support and a good deal of autonomy.
* Quick adaptability to new environment.

**Work Experience:**

**IT Support**

– Dubai

May 2012 – Feb 2016

**Job Profile:**

* Performing advanced troubleshooting and resolution of Desktop, Laptop, Servers and Application issues including LAN & WAN maintenance.
* Administrate and maintenance Active Directory such as setting new active directory, creating users & group policies and setting up the permissions
* Customization of Software’s for Android platform Smart Phones.
* Managing Windows Platform barcode scanner Devices Configured Centralized Database.
* Responsible for diagnosing and resolving system faults.
* Managing and Implemented Biometric and Access Control devices to all the branches and configured centralized database.
* Minimizing security incidents by updating virus definitions, service packs and software patches. Supervising security, system and application logs from various devices & applications. Maintaining ESET NOD32 Business Edition (Antivirus) for servers & clients.
* Providing technical support to the operations and sales team.
* CCTV Systems (Camera and Dvr) configuration.

**IT Support**

**Krishna International Fze** – Jebel Ali, Dubai

Sep 2007 – Apr 2012

**Job Profile:**

* Analyzing, troubleshooting and resolving system hardware, software and networking issues.
* Setup and maintenance network printers, configured mail clients outlook.
* Responsible for mailbox creation/updating/relocating, group mailboxes, and distribution lists.
* Installing software’s like Auto CAD, Adobe Photoshop, Adobe Illustrator, ASP.Net & SQL Server
* Administrating and managing the Cisco Routers and Switches
* Setup and maintenance network printers.
* Diagnose hardware and software problems, and replace defective components.
* Replaced defective computer components like Mother board, SMPS, RAM, Hard drives and other

Computer Peripherals.

* Prepare and maintain documentation of network configuration. (IP addresses, patch panel and cable labels, service list, servers and desktops asset list, licensing)

**Computer Support Engineer**

**Tally Computer System** (AJ Group) - Mangalore, India

Jan 2004 – Aug 2007

**Job Profile:**

* Specialized in planning, designing, implementing and training on network infrastructure i.e. Servers, Workstations, Desktops, Laptops, Routers, and Firewalls.
* Performed hardware and software installations, troubleshooting, network issues & system maintenance, support/maintenance activities for Sales Department.
* Resolved escalated business issues on timely manner.
* Developing and maintaining relation with Customers by solving their problems and meeting their requirements
* Provided technical support For Accounting Software’s.
* Resolved helpdesk questions, provided over the phone assistance to client members, documented reports of service calls, performed remote assistance on staff desktops, etc.
* Assembling and installation of Servers, Workstations and Desktop computers.
* Carried out service support for branded desktop PCs, workstations and servers of all models.

**Education:**

Diploma in Hardware & Networking, St.Aloysious College Mangalore India.

HSC from Karnataka Pre-university Education Board Bangalore India.

SSLC from Karnataka Secondary Education Board Bangalore India.

**Technical Skills:**

* Operating Systems: Windows 98, XP, Windows 2000 Professional, Windows 7,8,10, Windows Server 2000,2003,2008
* Hardware Software & Systems: Desktop, Laptop, Scanners,Printers,Mobile Software Other Related Applications
* Knowledge of MsWord, Excel, PowerPoint, AutoCAD, Adobe Photoshop, Internet.

**Personal Information:**

Date of birth : 13th October 1981

Sex : Male

Nationality : Indian

Language Known : English, Hindi, Kannada & Tulu

Hobbies : Music & Movies, Cricket, Volleyball, Football

**Job Seeker First Name / CV No: 1801920**

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