**Karthic**

**Karthic.310793@2freemail.com**

**PROFESSIONAL SUMMARY**

To take up a challenging position in IT Helpdesk/ service desk management and to continue my contribution and skills in the Information Technology arena, thus further to provide my skills and experiences in the operations. Continue learning in the Information Technology as to keep abreast of new technology. This knowledge and skill encompass from 5+ years in IT industry with direct involvements in systems managements. I provided strong work well in a team environment and communicate well with customers and management.

**SKILLS**

* In-depth knowledge in the area of basic System Administration, Configuration and installation of Windows and systems including Backup, Restore, Networking and Monitoring.
* Hands on experience in the area of Computer Hardware, Network Administration and System installation, Configuration.
* Proficient in analysing, designing, testing, and evaluating network systems, such as local area networks (LAN), Internet and other data communications systems.
* Have a complete knowledge of IT helpdesk functionality in an Organization.
* Completed ITIL Foundation Certification.

**PROFESSIONAL EXPERIENCE**

**Verizon Data Services India Pvt Ltd (on the payroll of Infinite Computer Solutions India Ltd**

**From Aug 2012 – Feb 2014)**

**Chennai**

**Feb 2012 – Till Now**

**As a Senior associate has the responsibility to support employees of Verizon across the Globe.**

* Responsible to support Global employees of Verizon.
* Helped employees in password resets for login using active directory objective management tool.
* Helped in password reset such as Single Sign on (SSO), Mainframe (RACF), RSA Secure ID (VPN) and other applications.
* Helped many employees with remote login issues through VPN.
* Helped in troubleshooting hardware, software, Verizon applications, Outlook, network and server issues.
* Adhering to Verizon IT policies and procedures.
* Escalating the tickets to next level to get immediate attention of the tickets whenever needed.
* Developing trends by monitoring and analyzing incoming calls, problems and support requests.
* Helped Customer care, Tech support and Tech experts to resolve end users issues related to Ordering, MTN, Switch, etc.
* Helped users with issues related to HP Thin client, Cisco & Rockwell phone and other applications.
* Helped Retail store reps and Managers with Order processing, refund, porting, etc. and hardware issues like troubleshooting Bill pay kiosk, barcode/card scanner, ipad/tablets, Queue monitors, etc.
* Created Outage tickets when issues impact multiple users, mission critical applications, network, servers, etc.
* As a Queue monitor has the responsibility to work in Queue tickets.
* Monitoring Dispatch escalation tickets for paging failures and errors.
* Handling survey escalations assigned by leads/managers.

**Sutherland Global Services Pvt Ltd**

**Chennai**

**Jan 2012 – Aug 2012**

* Responsible to support a large number of home, small business users using McAfee antivirus and also troubleshooting operating system, networking and virus issues.
* Provided 100% customer satisfaction on all McAfee Products and delivered technical solutions to all the customers.
* Helped customers in installing, configuring and activating McAfee and other software products.
* Helped customers in removing critical viruses from the computer and submitting the virus samples to McAfee for analyzing and developing innovative tools.
* Mostly will take the customer’s computer in remote and using the advanced tools will remove the virus, helped customers in configuring email accounts.

**Dell India Pvt Ltd (on the payrolls of Talent pro and Seaton India)**

**Bangalore**

**Nov 2010 – Jan 2012**

**As a Technical Support Representative was responsible to support customers and providing Technical solutions including managing and maintaining desktop, laptop and projectors.**

* Responsible to support a large number of home, small business and large enterprise users using desktops, laptops and projectors.
* Taking care of the 100% customer satisfaction on all DELL Products and delivering technical solutions to targeted customers.
* Meeting the Service Guidelines within the principles of customer focused culture.
* Implemented Second level support within the team in case of any critical issues and for customer satisfaction and analyzing the issue.
* Helped the customers to solve networking, TCP/IP troubleshooting and desktop related issues.
* Helped customers in providing some assistance with Antivirus programs such as Norton, McAfee, and AVG and routing the calls to suitable third party vendors.
* Delivering and deploying new systems, technologies and services
* Supporting, maintaining and enhancing existing business systems
* Assisting agents on floor on technical issues, providing floor support as per team leader’s suggestion.
* Recovering dissatisfied customers and ability to explain them the situations about the computers and the products.
* Maintaining the document about calls taken, total resolved issues, solutions and issues gone to the second level support.
* Got many surveys for satisfying customers at the fullest extent and for delivering good technical solutions.

**EDUCATIONAL QUALIFICATION**

           **B.TECH (IT): (2010)**

Raja College of engineering and technology, Madurai.

 Percentage: 70

**PERSONAL SKILLS**

* Hard working, highly motivated and optimistic person.
* Easily Adaptive to Technical Environment and a Quick Learner.
* Have a positive mind set and thrive to excel in Challenging Environment.

**ACHIEVEMENTS**

* Won **District second** in Chess tournament conducted by Indian Chess School.
* Won **District first** in State Level Universal Talent Search Examination conducted by Shakespeare Institute of English Studies, Chennai.
* Got **4th place** in Zonal Chess Tournament held at K.L.N College of Engineering, Madurai.
* Received **best performance award** for valuable contribution towards ITS performance in Q3 FY` 2012 at Dell.
* Received Ovation award for **Performance excellence** in Q1 FY` 2015 at Verizon.
* Received Ovation award for **Customer excellence** in Q2 FY` 2015 at Verizon.
* Received Ovation award for **Performing on higher gear** in Q1 FY` 2016 at Verizon.

# PERSONAL PROFILE

Sex : Male

Date Of Birth : 26-05-1989

Marital Status : Married

Nationality : Indian

Languages known : English, Tamil, Telugu.

Hobbies : Listening to music, playing.