**Srikanth**

[**srikanth.316955@2freemail.com**](mailto:srikanth.316955@2freemail.com)

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| Accomplished, Analytical and results-oriented professional interested in working as an IT Desktop Support Technician, to take a challenging career that would provide me to continuous learning opportunity and contribute towards the achievement of the organization goals.   |  | | --- | | **Qualification** | |

* **Outstanding 5+ year’s track record of successful experiences including a 4+ year’s specific background in IT system support.**
* Highly skilled in providing effective technical support in hardware and software issues including diagnosis and troubleshooting
* In-depth knowledge of performing hardware and software support for Windows products
* Proven record of performing hardware repairs on customer equipment such as servers, desktops, notebooks, tablets, and printers
* Able to give accurate service to end users
* Demonstrated ability to perform software upgrades and configuration enhancements
* Well versed in ensuring preventative maintenance on hardware
* Able to ensure that all requests from user are logged and right procedures are followed

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| **Professional Experience** |

**Organization: CCS Computers Pvt Ltd, New Delhi, India**

**Tenure: 2013 – Present**

**Designation: Senior Customer Support Engineer**

**Client: LG Electronics India Pvt. Ltd.,**

**Profile : System Administrator (Team Member)**

* Infra Support Overall IT Operation and Administration(Branch, Warehouse, Area Office, Direct Service Centre)
* Installation/Configuration of desktops Laptops, Servers, Printers, Network Printers, Scanners, UPSand other computer’s hardware peripherals and Using Remote Desktop tools to support Mobile users(Users located out of station).
* 1st and 2nd line Technical support - troubleshooting of IT related problems from software to hardware, such as Laptops, PCs, Network Printers, Scanners and Mobiles,
* Receiving, logging and managing calls from internal staff via telephone and email
* Log all calls in the Service Desk Call Logging system and maintaining problem status and resolution information in ticketing database
* Take ownership of user problems and follow up the status of problems on behalf of the user and communicate progress in a timely manner,
* Escalate unresolved calls to the infrastructure support team.
* WMS Infrastructure Support at WH’s: Wi-Fi & Barcode Scanner and printer management.
* Active Directory, Waterwall, Antivirus Support.
* Branch VC End-Point and Projector Hardware Management Support.
* Warehouses CCTV Camera recordings and NAS Storage Hardware Support.
* IT Requirement analysis while Infrastructural Changes at branch, WH, RAO and DSC’s and Execution/ Implementation as per HO Guideline.
* Coordination with HO for any requirements and approvals.
* Oracle GERP support (First Level) and Coordination with HO (Greater Noida).
* HO Guideline follow-up for Software Compliance and control over violation.
* Mail configuration and support (Installation and Configuration of Applications like Office 2007 to 2013, Anti-Virus, AutoCAD, etc,).
* User CSR follow-ups till final closure.
* LAN Maintenance & Management.
* Monitoring and managing LAN and WAN network issues like Bandwidth utilization, Drops and co-ordination with ISPs. Crimping of RJ45 Connectors/patch cords and Punching CAT5, CAT6 cables on Jack Panel, configuring and Monitoring Wireless Network.
* IT Assets Management and audit fulfillment in according to HO guidelines.
* To take regular backups as per the backup policy,
* Provide basic training in MS Office applications used within the Association (Word, Excel, Outlook, PowerPoint, etc.,)
* To arrange for external technical support where problems cannot be resolved in house
* Remote monitoring of Windows in all clients and Installation Application software

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| **additional experience** |

**VALUEPOINT SYSTEMS PVT LTD, Chennai, India**

**Technical Support Executive**, July 2012 – April 2013

**Desktop Support Engineer**, June 2011 – July 2012

**PELIKAN OFFICE AUTOMATION PVT LTD., Chennai, India**

**Service Engineer**, September 2010 – March 2011

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| **EDUCATION** |

* Graduation **Bachelor of Computer Application** from C V Raman University, Bilaspur, in the year 2014
* **Bachelor of Engineering in Computer Science** from Anna University, Chennai in the year 2010(In complete)
* Intermediate (+2) from State Board of Higher Secondary Education, Tamil Nadu in the year 2006

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| **STRENGTHS** |

* Good Team Player with excellent communication and interpersonal skills. Self-motivated, fast learner, enthusiastic to learn new technologies and capable of working in fast paced team environment.
* Conceptually strong, possessing an analytical & innovative approach towards my work
* Excellent analytical skills in evaluating systems and carrying out improvements to maximize system effectiveness.