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# **B.E:** Computer Science and Engineering

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### **career objective**

To join a company that offers me a stable and positive atmosphere and inspires me to enhance my skills in the IT industry.

### **professional experience**

* Designation - IT Support Engineer
* Organization - Intro-Tech India Pvt. Ltd
* Experience - 2.3 Years (June 2014-Oct 2016)

### **job description**

Intro-Tech is a business partner for its clients, providing them Technical support by managing their Systems and Networks. An IT Support Engineer in our company is responsible for the installation and up gradation of hardware and software components and troubleshooting various issues assigned by the help desk team. We also provide remote assistance through the telephone and Internet to guide end users who need to troubleshoot their Systems.

### **job responsibilities**

* Involved in setting up of small to medium LAN’s, starting from planning, Installation, setup, Maintenance and Backup on Windows server 2003/2008/2008R2/2012, Windows XP/7/8/10.
* Implementing and Configuring networks (include Routers and Switches) in banks, schools etc.
* Implementation, Installation, Integration and troubleshooting of various firewalls in Network.
* Implementation and installation of Hotspot Solution with indoor and outdoor Wi-Fi Links by various Access Points.
* Deployment of both manageable and unmanageable switches (Cisco, Huawei and HP).
* Outlook 2007, 2010 and 2013 configuration.
* Attend to the customer with the marketing team if it is a volume sale.
* Involved in a team for maintaining around 300 systems.
* Assembling of new PCs, Installation and up-gradation of Operating Systems like Windows and Linux.
* Install, upgrade, support and troubleshoot Operating Systems, Microsoft Office and any other authorized desktop applications.
* Remote support and Desktop level support on client base requirement.
* Monitoring and maintaining computer systems and networks.
* Maintain the company’s network infrastructure.
* Providing support, including procedural documentation and relevant reports.
* Configuration and testing of any new hardware and software.
* Provide effective technical support in hardware and software issues including diagnosis and troubleshooting.
* Travelling to client sites to help with installs, deployment, and troubleshooting.
* Management of the daily data backup and retrieval scheme.
* Assisted in installation of Cisco IP phones.
* Performs general preventative maintenance tasks on computers, laptops, printers and any other authorized peripheral equipment.
* Replace parts and perform computer repairs on office as well as remote locations.’
* Able to ensure that all requests from user are logged and right procedures are followed.
* Providing 24x7 supports to the customer.

**technical skills**

* Good knowledge of basic networking protocols.
* Configuration of various features in Cisco Unified Communications Manager (CUCM) and CME.
* Bulk Administration (BAT) of IP Phones and IP Communicator.
* Configuring Call Manager User Features and Services.
* Configuration of Cisco IP Phones and third-party SIP phones.
* Excellent technical knowledge of PCs and desktop hardware.
* Working technical knowledge of current protocols, operating systems and standards.
* A positive attitude towards customer service and good communication skills.
* Ability to be clear & concise when explaining technical procedures to customers.

**co-curricular activities**

* I have done a certification course on Diploma in Computer Applications.
* Attended workshops and Trainings on:
  + - * KODAK Alaris Printers and scanners training (3 days)
      * Microsoft Azure training(1 day)
      * VERITAS Backup Exec training (1 day)

**software skills**

* Languages : Java, C++.
* Applications : VM ware, Team Viewer, GNS 3, Packet Tracer, and Wire shark.
* Database : ORACLE 10g, MySQL.
* Operating System : Windows, Linux.
* Office Tools : MS Office.
* Web Technology : HTML, CSS.
* Design Package : Adobe Photoshop.

**educational qualification**

* B.E, Anna University, Chennai (2010-2014) 72%
* HSE, Govt. of Kerala (2006-2008) 60%
* SSLC, Govt. of Kerala (2006) 75%

**declaration**

I hereby declare that the above-stated information is true to the best of my knowledge and belief.