*[Raja](file:///C:\\Users\\Su%20Ven\\AppData\\Local\\Temp\\resume.htm" \l "con_firstname_)*

|  |  |  |
| --- | --- | --- |
| [*Raja.335600@2freemail.com*](mailto:Raja.335600@2freemail.com)  *C:\Users\Su Ven\AppData\Local\Temp\photo.jpg* |  |  |
| [***Objective***](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#obj_sectiontitle_)  [Skilled, enthusiastic, reliable IT manager seeking a position that reflects my experience, personal attributes including dedication, meeting goals, creativity, ability to follow through in a stable and profitable organization, where I can be a member of a team and utilize my experience to the fullest.](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#obj_details_) | | |

[***Personal Information***](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#per_sectiontitle_)

|  |  |
| --- | --- |
| Name : Raja  Date of Birth : April 17th 1974  Marital status : Married.  Languages known : English, Tamil. |  |

[***Education***](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#edu_sectiontitle_)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name of the Institute** | **Course** | | | **Duration** |
| [***Rooman Institute of Technical Education,*** *Trichy,India.*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#edu_institution_3)  *Papers studied:* | [***MCSE 2003***  *(Microsoft Certifie*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#edu_degree_3)*d Systems Engineer)*  *Ref : www.microsoft.com/learning/mcp/transcripts.*  *Transcript ID : 728671. Access Code : swarajraja.*  *MCP ID : 3628749.* | | | [*May*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#edu_frommonth_3)[*2005*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#edu_fromyear_3) *-* [*Oct*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#edu_tomonth_3)*2005* |
| [270 - Installing, Configuring and Administrating Microsoft XP Professional.](file:///C:\\Users\\Su%20Ven\\AppData\\Local\\Temp\\resume.htm" \l "edu_details_3)  [290 - Managing and Maintaining Microsoft Windows Server 2003 Environment.](file:///C:\\Users\\Su%20Ven\\AppData\\Local\\Temp\\resume.htm" \l "edu_details_3)  [291 - Implementing, Managing and Maintaining a Microsoft Server 2003 Network Infra structure.](file:///C:\\Users\\Su%20Ven\\AppData\\Local\\Temp\\resume.htm" \l "edu_details_3)  [293 - Planning and Maintaining a Microsoft windows server 2003 Network Infra structure.](file:///C:\\Users\\Su%20Ven\\AppData\\Local\\Temp\\resume.htm" \l "edu_details_3)  [294 - Planning, Implementing and Maintaining a Microsoft windows Server 2003 Active Directory Infra structure.](file:///C:\\Users\\Su%20Ven\\AppData\\Local\\Temp\\resume.htm" \l "edu_details_3)  [298 - Designing Security for a Microsoft windows server 2003 Network.](file:///C:\\Users\\Su%20Ven\\AppData\\Local\\Temp\\resume.htm" \l "edu_details_3)  [284 - Implementing and Maintaining Microsoft Exchange Server 2003.](file:///C:\\Users\\Su%20Ven\\AppData\\Local\\Temp\\resume.htm" \l "edu_details_3) | | | | |
| [***Alagappa University***](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#edu_institution_1), Karaikudi, India. | | ***[PGDCA](file:///C:\\Users\\Su%20Ven\\AppData\\Local\\Temp\\resume.htm" \l "edu_degree_1)***  *[(Post Graduate Diplo](file:///C:\\Users\\Su%20Ven\\AppData\\Local\\Temp\\resume.htm" \l "edu_degree_1)ma in Computer Application)* | | [*Jun*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#edu_frommonth_1)[*1996*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#edu_fromyear_1) *-* [*Feb*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#edu_tomonth_1)[*1998*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#edu_toyear_1) |
| Papers Studied :  [Programming with Basic and Fortran, UNIX and C Programming, COBOL and business data Processing, PC software for business applications, Structured Systems analysis and Design, Database Management systems, Artificial Intelligence and applications.](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#edu_details_1) | | | | |
| [***Aptech Computer Education***](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#edu_institution_2), Karaikudi, India. | | | [***HDSE*** *(Higher Diploma in Soft*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#edu_degree_2)*ware Engineering)* | [*Ju*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#edu_frommonth_2)*l*[*1995*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#edu_fromyear_2) *-* [*Jun*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#edu_tomonth_2)[*1997*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#edu_toyear_2) |
| [Papers Studied : Concept of information processing, DOS, Windows, Excel, Word, Power Point, FoxPro, Programming Practices and techniques, Turbo C, Local Area Networking, Structured systems analysis and design, C++ with OOPS, UNIX and Networking technologies.](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#edu_details_2) | | | | |
| ***Madurai Kamaraj University,***  [*Alagappa Govt Arts & Science College*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#edu_institution_0),  Karaikudi, India. | | | ***B.Sc (***[***Bachelor***](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#edu_degree_0) ***of Science)*** | [*Jun*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#edu_frommonth_0)[*1993*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#edu_fromyear_0) *-* [*May*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#edu_tomonth_0)[*1996*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#edu_toyear_0) |
| *Papers Studied : Geology as major with Physics and Chemistry as ancillaries.* | | | | |

[***Licenses and Attestation***](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#lic_sectiontitle_)  ***:*** Educational certificates are pre authenticated by HRD***.***

[***Professional Experience***](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#emp_sectiontitle_)***s***

|  |  |  |
| --- | --- | --- |
| [*Multiware Computers*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#emp_company_3)*,* [*India*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#emp_country_3)*,* [*Karaikudi*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#emp_city_3)*,* [*Tamil Nadu*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#emp_state_3)*. 630001.* | *IT Manager* | [*Sep*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#emp_frommonth_1)[*1999*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#emp_fromyear_1) *- Mar*[*2006*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#emp_toyear_1)[*Jan*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#emp_frommonth_3)[*2008*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#emp_fromyear_3) *-* [*Present*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#emp_still_3) |
| *Job &Responsibilities* | | |
| * Ensures 100% uptime of server, desktop, laptop, printer, Local Area/Wide area / Wi-fi Network and did necessary up-gradation or necessary replacement of components, Trouble-shoots and did preventive maintenance for the existing computer and network resources. Worked aligned with company schedules and commitments and diligently completed all assigned tasks, working overtime as needed. * Developing strategies that have resulted in an over 20% increase in new customers. Knowledgeable in quoting tenders and won Annual Maintenance Contracts (AMC) for bank branches, government offices, educational institutes, private offices in and around the city, since 2000. * Established and managed online sales which resulted in 200% growth of sales and turnover. Maintained online business account health above 4.6 out of 5 from the beginning to till date. Gave Training to employees to maintain 100% promptness in dispatch and response time. Streamlined sales by migrating to fulfillment option which reduced 25% of operational cost. Managed stock transfers and monitored returns and reimbursements. Researched demand for products and competitor rates in online sales portals. * Contributed my skills and experience for the growth of the company by winning many Local Area Networking projects and CCTV implementation projects for existing and new clients. Did feasibility analysis and prepared network diagram to proceed further. Did cost cutting measures to finish the project within the time frame profitably. Monitored and contributed effort in structured cabling of CCTV/LAN cable, crimping RJ45 jack, punching keystone jack , fixing I/O box, connecting BNC, connecting camera power pin, setting up DVR unit, installation of SMPS power supply to cameras, fixing wall mount , camera installation, IP camera view setting in mobile app, aligning cameras, setting up of modem, switches, and routers. * Planned and configured TCP/IP in Desktop and network printers. Did the sharing of IT resources. Ensured the connectivity and functionality of the local area network by ping the computers and routers in the single switch and multi switch LAN environment. * 18 years of experience in assembling of computer. Assisted the customer in choosing the desired processor, motherboard, and RAM based on their need, budget and usage. Won 100% trust of the customers by assembling the computer components in front of them or in their premises. This increases the confidence and value of the company in their heart which gains many referral orders and sales increases the profit of the company. * Integrated It resources, managed, maintained, replaced, and fixed the problems in the peripherals like printer, hub, managed and unmanaged switch, modem, scanner, photocopies, repeaters, access points and digital gadgets, in Windows 9x – Win10, Win200x Server. * Having 18 years of experience in installations of various operating systems, application software, customized software, antivirus, peripherals drivers, anti-malware, and anti-spyware, firewall. Adept knowledge in configure, schedule and taking backup in cloud storages, Network Accessed Storages and tape drives. Knowledge in Digital forensic process and ITIL process awareness. * Managed a team to do the AMC, on call basis and preventive maintenance services. Possessing the habit of schedule the task a day before which reduces 50% of the stress and chaos that arises last minute in the company. In case of emergency service call, personally contributed myself to keep the uptime of the IT recourses and promises we made to the clients. Trained my team to develop their ability in diagnosing hardware and software failures and to resolve technical issues with a 99% success rate. * Trained and monitored my team’s performance in configuring and setting up wireless network, internet connectivity, monitoring network traffic, planning and maintaining network security, sharing resources through network. Guide them with a preplan which saves valuable time and revenue for the company. In case of difficulties, shared my knowledge and experience to the team members to help them to identify the problem and stream line their work towards the completion of the task. * Supervised and supported variety of servers, desktop, laptop and printers warranty services, onsite services, off site services, hardware components replacements, toner refills. . Advised to reduce office expenses by finding smarter solutions for clients and services. Provided required weekly, monthly and quarterly reports listing sales figures and client track records. Cross-sold services at a rate of 30%, upgrading customers to different plans and product packages. * Improved the performance in maintaining the Inventory of the IT products, sales of the organization, Stock management, service schedule management, Purchase order management, Customer accounts management, Payment management, Outstanding dues remainders& collections, RMA warranty tracking. * Consistently generated additional revenue through skilled sales techniques. Worked with customers to define and develop business cases for new products. Interacted with 75+ affiliate offices, ensuring reliable and high-speed delivery to residential and small-business customers. * Maintained 100% customer satisfaction in attending customer queries and giving them the professional and reliable solution and technical clarifications. Based on their need and their budget, gave suggestions which serves best value for money and best product available in the market. * Greeted customers upon entrance and handled all cash and credit transactions. Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts. Cross-sold services at a rate of 30%, upgrading customers to different plans and product packages. Assisted customers over the phone regarding store operations, product, promotions and orders. * Liaised with vendors, suppliers, manufacturers and distributed for the benefit of the company and maintained good relationship with all of them. Negotiated and bargained for the benefit of the company. Had attended negotiation meetings with clients and won 90% of the tenders for the company Reduced office expenses by finding smarter solutions for vendors, suppliers and services.. * Wrote marketing requirements documents for future product development. Earned #1 volume market share position for the Sivaganga district area. Saved company by refurbishing used computers and technological equipment. Provided required weekly, monthly and quarterly reports listing sales figures and client track records. * Contributed my adept knowledge and understanding of the IT components and legacy devices integration by installing and configuring legacy IT devices in the new IT environment in many educational institutions, offices, and research organizations. Experience in recovery of data from media which were formatted, deleted, or erased accidently. * Created documentation to remind the renewal of contract, expiry of the warranty period and IT resources stock. Responded to the calls, assisted customers over the phone regarding company operations, delivery, product, promotions and orders*.* | | |
| [*Tecbiz FRisman Pte LTd*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#emp_company_2)*,* [*Singapore*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#emp_country_2)*,* [*Singapore*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#emp_city_2) | *[Consultant/Investigator (Digital forensic),](file:///C:\\Users\\Su%20Ven\\AppData\\Local\\Temp\\resume.htm" \l "emp_title_2)*  *[Systems Administrator](file:///C:\\Users\\Su%20Ven\\AppData\\Local\\Temp\\resume.htm" \l "emp_title_2)* | [*Apr*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#emp_frommonth_2)[*2006*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#emp_fromyear_2) *-* [*Dec*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#emp_tomonth_2)[*2007*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#emp_toyear_2) |
| *Job &Responsibilities* | | |
| * As a digital forensic Investigator visited client sites for taking images of the client hard disk without breaching security measures. After successful imaging, I have to search for evidence and given key words in the images using appropriate forensic software (Encase). I have to prepare preliminary investigation report with evidence found, to submit to my manager. Bases on the evidences, client may go for legal action or drop it, after discussing with their lawyer. In case of further deep excavation requested by the client, I have to find more evidences in the taken image For the older cases I have to provide time by time support for searching and submitting evidence as per the client’s lawyer’s request. * I am the Admin for the In-house windows2003 server and Active Directory, user, and group environment. I have to maintain company’s whole IT infrastructure and assets. I have to take care of Desktop, Laptop, color laser jet printer, photocopier machine, network switch, and internal telephone system. * I have to create new employee login in Active directory and I have to provide appropriate rights for them. In our company there was Investigation, Marketing, Admin and licensing teams. I have to ensure that the users of a particular team could not able to access other team’s folder. I have to create a new email ID and telephone extension number for the new incoming employees. * For the out-going employees, I have to receive and acknowledge the company assets such as laptop, external media, login access card, digital cameras allotted for them and I have to do the thorough Imaging of desktop and laptop they used. After imaging, I have to format the desktop and laptop for reinstall the Operating System, driver, TCP/IP address and all necessary software for the forth coming employee. * I have to monitor server performance and its free space availability. If required, I have to increase the storage capacity of the server. I have to check the expiration of validity period for the antivirus, license of firewall and internet tariffs. * I have to take weekly backup of server in tape drives, and have to check all desktop, laptop are updated with all necessary software and antivirus updates. I have to maintain IT-audit in the company to ensure that no pirated or improper license software or shareware is running in the desktop or laptop inside our premises. * I have to troubleshoot all of the in-house hardware, software and network problems that arise time by time. I have to purchase brand new hard disk, tapes and optical media to be used while imaging and backing up data. * Maintain and carry-out the periodical preventive maintenance of company’s IT assets. Upon the request from management, went to the client’s premises for trouble shooting computer problems. * While deploying digital forensic investigation process, I have to maintain detailed documentation of each and every step which may be submitted in the court during trials in future * I have to ensure the functionality of the CCTV cameras in our premises and have to take precautionary measures to prevent data recorded in the DVR unit’s hard disk being overflowed or erased or overwritten. I have to take periodical backup of existing recorded footages. * Managed 100% uptime of IT resources during my tenure. | | |
| [*Axon Computers Pvt. Ltd,.*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#emp_company_0)[*India*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#emp_country_0)*,* [*Coimbatore*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#emp_city_0)*,* [*Tamil Nadu*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#emp_state_0) | [*Programmer cum System Analyst.*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#emp_title_0) | [*Jul*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#emp_frommonth_0)[*1997*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#emp_fromyear_0) *-* [*Apr*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#emp_tomonth_0)[*1999*](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#emp_toyear_0) |
| *Job &Responsibilities* | | |
| * [As a programmer, did customization and error rectification work at the existing program modules and developed new modules according to client’s needs and as per the request of the team head.](file:///C:\\Users\\Su%20Ven\\AppData\\Local\\Temp\\resume.htm" \l "emp_details_0) * [Gave training to the newly joined employees about the programs, packages, structure, control and rules.](file:///C:\\Users\\Su%20Ven\\AppData\\Local\\Temp\\resume.htm" \l "emp_details_0) * [Did on-site / off-site maintenance and support for the clients as per their request and schedule.](file:///C:\\Users\\Su%20Ven\\AppData\\Local\\Temp\\resume.htm" \l "emp_details_0) * [As a system analyst, based on the enquiry, went to the new customers place and analyzed their need to develop new modules and explained their need to my team members to develop the modules as per the needs and as per the company policy and programming structure.](file:///C:\\Users\\Su%20Ven\\AppData\\Local\\Temp\\resume.htm" \l "emp_details_0) * [Developed inventory, accounts, hospital management, hotel management packages for new clients and did customization work for the existing modules according to the change of need of the clients and as per the policy change made by the government.](file:///C:\\Users\\Su%20Ven\\AppData\\Local\\Temp\\resume.htm" \l "emp_details_0) * [Conducted weekly meetings with team members, clarified their doubts in the projects if any, and motivated them to satisfy the expectations of the clients and company.](file:///C:\\Users\\Su%20Ven\\AppData\\Local\\Temp\\resume.htm" \l "emp_details_0) * [Always maintained the time frame and schedule to finish the task allotted and also made the team members to finish and submit as per the project schedule.](file:///C:\\Users\\Su%20Ven\\AppData\\Local\\Temp\\resume.htm" \l "emp_details_0) | | |

***Skills and Qualifications***

|  |
| --- |
| * Dynamic and motivated systems engineer possesses in-depth knowledge of advanced diagnostic techniques with more than 18 years of experience in all aspects of hardware, software and operating systems installation, upgrade, maintenance and repair of wide range of PCs, Laptops, printers, Macs and other peripherals. Focused on taking a systematic approach to solving complex problems. Knowledgeable in an assortment of Operating Systems, applications, LAN, WAN and hardware. * Proficient at explaining complicated technical concepts to users of varying degrees of technical understanding. Customer service-oriented system engineer, committed to resolving problems for customers quickly and accurately to reduce downtime and increase productivity for customers and company, offering in-depth understanding of IT infrastructure areas in IT systems and IT network integration. * Motivated Computer Systems and Network Administrator experienced in server management and possessing exceptional troubleshooting skills for servers, networking issues, desktop, laptop, end user problems and network security. Offers technical and practical guidance on how to prevent future problems and prolong product longevity. * Organized and focused Network Administrator cum Computer Systems Analyst providing superior technical support for networking issues within multiple servers and multiple switch IT environment. Network engineering expert with 14 years of strong background in LAN/Wi-Fi network project management and product support. * Network engineer with more than 14 of experience planning, developing troubleshooting, and implementing Local Area Network, TCP/IP, sharing resources, maintaining multiple switches, remote support, LAN wire cabling, keystone jack and I/O box punching, patch panel, RJ45/RJ11 jack crimping, setting up of routers, repeaters, access points. Worked with managed and un-managed switches of all major brands. * Patient, resourceful and personable computer professional technician successful at saving companies money by refurbishing and repairing computer equipment. Innovative thinker with outstanding knack for diagnosing computer problems quickly and accurately. Motivated to maintain customer satisfaction and contribute to company success. * Successful at defining market and customer requirements. Focused on developing and implementing process controls and quality improvement initiatives that reduce costs and increase company revenue. Well-versed in cutting-edge technologies in networking, as well as telecom operations and systems. Proven ability to establish rapport with clients with In-depth knowledge of risk and feasibility analysis. * Dedicated 18 years in the IT support service and repair service successful at developing unique troubleshooting techniques and providing quality sound installation services to customers with background in imaging, printer installation, memory installation, hard drive installation, motherboard replacement and general and advanced troubleshooting. * IT Manager who grew a business to millions in annual revenue through effective business planning and innovative marketing strategies. High-energy professional with a talent for taking innovative projects from concept development to launch. Successful in reviewing projects and tracking margins for process improvements. Equipped with excellent communication skills and technical ability. * Focused IT manager offering more than 18 years in the IT industry and Strategic problem-solver who seamlessly works across all levels of an organization to uncover cost-cutting and revenue-producing opportunities. Personable, Highly enthusiastic and responsible manager with 16 years in retail and customer service. Solid team player with upbeat, positive attitude. Focused on creating long-term and profitable client relationships through exceptional customer service. * Remarkable capacity for motivational leadership with more than 18 years in management, marketing, sales and staff training and development. Versatile professional and hands-on leader who motivates, trains and coaches staffs to drive progress toward project and company milestones. * Expert in leading teams to achieve shared goals and objectives. Accomplished in creating strong and knowledgeable teams and meeting deadlines. Skilled mentor and mediator who excels at bringing out the best in team members, identifying and cultivating team members’ skills and talents to improve team performance and efficiency. * Implement innovative ideas by bringing 18 years of success in managing various Annual Maintenance Contracts, instituting cost and schedule controls and establishing best practices. Results-oriented and high-energy professional with a talent for leading by example and inspiring peak performance. * Skilled in troubleshooting technical issues with accuracy and speed. Using strong analytical and problem-solving skills, to facilitate healthy communication between the client and IT department, with opportunities for expanding upon existing skill base. * Expertise in delivering support services and resolving customer complaints, customer service and IT expert who identifies customer needs and delivers solutions to problems. Successful at managing inventory control, customer service and transportation logistics. Excellent problem solving and interpersonal skills. Detail-oriented self-starter with demonstrated success in initiating, tracking, reporting and closing projects. * Personable at building strong professional relationships. Skilled in exceeding sales by expanding client base and maintaining high standards of customer service. Creates a positive shopping experience through high-quality customer care. Maintained 100% customer satisfaction and add them a to the constant customer base. * Versed in manage large and complex projects while maintaining high team morale and energy. Tech-savvy IT Manager well-versed in all aspects of project management from inception to completion. A strong conceptual thinker with the ability to align teams to achieve strategic business objectives. * High-achieving management professional possessing excellent communication, organizational and analytical capabilities. Exceptional written and oral communication skills. Devise innovative solutions to resolve business and technology challenges. Solid team player who offers a positive and cooperative attitude. Extensive experience working with diverse customers and communicating technical concepts to non-technical audiences. A quick learner with the proven ability to learn new systems and concepts. * Driven to exceed sales goals and build long-term relationships with customers. Qualified sales manager with 18 years of experience in fast-paced customer service knowledgeable of the latest trends in the market. Personable and professional under pressure. Successful at converting calls into new sales. Proficient flexing and bending with change. Practiced in resolving customer concerns in a professional and calm manner. Deadline-drive Service Representative experienced in working in a fast-paced environment. * 18 years of experience in system and requirement analysis, application, business process design, project management with an analytical mindset and natural problem solving abilities.. IT manager with diverse experience across the analysis, troubleshooting, management and testing of complex IT systems with programming experience in value-added services and business solutions. Systems Analyst. Skilled at understanding and translating client requirements into project plans. * Systems Engineer with diverse career experience in IT and systems development and implementation. An organized resourceful project manager who always deliver cutting-edge solutions, with proven problem solving skills to drive excellence in quality of work. * Offer specialized experience in implementation of cloud technologies and virtualization initiatives. Knowledgeable about cloud-based computing seeks to bring a passion for efficient user support to the customer service department of an innovative startup. * Systems engineer with 18 years in technical and customer support roles. Effectively identifies problems using advanced troubleshooting skills. Critical thinker who addresses customer support issues quickly and who consistently exceeds performance standards. Technical support professional with extensive IT background. Enjoys troubleshooting to find solutions to technical issues. Technical Support Representative skilled at resolving complex customer service issues in a timely manner. * Skilled in offering superior technical knowledge for work in a fast-paced IT industry. Analytical systems engineer adept at resolving complex network issues. Enthusiastic systems engineer seeking to benefit an IT Department with complex technical knowledge and strong leadership skills. Parched researcher in implementing new technologies, and expert in creating automated tools which could save man power by doing repetitive tasks. * Technical support representative who performs superior work under the pressure of rigid deadlines. Successful at driving financial and productivity results. Knowledgeable customer service representative with proven track record of exceeding client expectations. Talented Customer Service Representative specializing in mobile platforms seeking opportunity to bring enthusiasm for creative solutions to an exciting startup. * Experience in managing IT setup and service requests. Talented in customer support with a knack for finding solutions quickly and exceeding customer expectations. Technical support engineer adept at quickly resolving complex issues on both PC and Mac platforms. Focused on client satisfaction with exceptional technical know-how and customer-service skills with experience assisting users both remotely and in person. |

[***Summary***](file:///C:\Users\Su%20Ven\AppData\Local\Temp\resume.htm#sum_sectiontitle_)

|  |  |
| --- | --- |
| * Advanced knowledge of windows, network, and hardware troubleshoot. * Advanced Server management and troubleshooting. * Wires and wireless network layout and design. * Network applications. * System administration. * Windows Server 2003, * Windows XP, 8, 10 * Service-Desk. * Advanced problem solving skills. * Strategic thinker. * Working independently. * Virus and spyware removal. * Computer assembling, diagnostics and repair. * Network configuration and support. * Exceptional troubleshooter and system check. * Desktop and laptop expert. * Active Directory. * IT security policies. * Expert in focused customer service. * Organized. * Mac and PC expert. * Advanced knowledge of diagnostic techniques. * Computer programming knowledge. * Highly motivated and Resourceful. * Active listening skills. * Strong organizational skills. * Sharp problem solver. * Budgeting and resource management. * VM-Ware experience. * VoIP knowledge. * Cloud computing. * CPU, RAM and hard drive performance testing. * Storage management. * Patch management. * Replication specialist. * Disaster recovery environments. * Customer service specialist. * Adept in Systems Analysis and Design. | * Think ‘out-of-the-box’. * Adaptive team player. * Vast technical knowledge. * DHCP/DNS Ethernet and Firewall proficient. * TCP/IP, LAN, Wi-Fi aptitude. * Knowledge of major branded Antivirus. * Proficient in AVG, Printers, PC Security systems. * Software installation proficiency. * Scheduling. * Deadline-oriented. * Social media marketing. * Storage network design. * Client and vendor relations. * Inventory control familiarity. * Client relations specialist. * Hardware and software upgrade planning. * Certificate in Computer Applications Programming. * Listening skills. * Reliable and punctual. * Excellent multi-tasking capability. * Accomplished with mobile devices. * Proficiency in macros, Scripting. * Product requirements documentation. * Store maintenance ability. * Employee training and development. * Top sales performer. * Cash handling accuracy. * Inventory control procedures. * Loss prevention comprehension. * Retail merchandising expertise. * Superb, strong communication skills. * New technology and product research. * Isolate hardware and software issues. * Operating System: DOS, Windows 9x-Win10, Windows Server, Linux, MAC, Android. * Forensic software: Encase 5.0. * Application software: Microsoft Office 97-2016. * Database: Clipper, Microsoft FoxPro, MS Access. * Languages: C, C++, HTML, Java, VB, PL/SQL. |