**Dilly**

**Dilly.335706@2freemail.com**

IT support technician

# Objective

To be a part of a dynamic and progressive organization where I can showcase my full Potential in the path of development.

# core competencies:

* Diagnosis of desktop, application, networking and infrastructure issues.
* Experience of supporting a wide and varied client base.
* Troubleshooting PC’s, laptops and mobile devices.
* Providing 1st/2nd line support to users.
* Administering the IT department’s policies and procedures.
* Installation and support of telecommunication equipment.
* Maintaining a log of all problems detected and system backups.
* Responsible for maintaining backups and for project work such as new builds.
* Working closely with software suppliers to resolve operational issues.
* Responsible for supporting: Windows XP/Vista/Windows 7 / 8 / 10, Office 2003 ,2007and 2013 Windows Server, Small Business Server 2003/2008, Active Directory management Exchange 2003/2007, Blackberry Server/Windows Mobile, Backup products, Anti-Virus products, DNS/DHCP, TCP/IP, Ethernet, wireless router and Firewall Configurations.

# KEY ACCOMPLISHMENTS:

* A keen planner & strategist with skills in team building & organization building capability
* Handling escalations in operations
* Managing business requirements & helping the team meet the SLA’s (Service Level Agreements)
* Preparing reports related to volume Inflow/outflow/TAT/Accuracy details & planning production accordingly.
* Providing solution to the team members/customers about the products/services
* Conducting CAPA (Corrective Analysis & Preventive Action) meeting for errors and doing RCA (Root Cause Analysis) to prevent errors within the process.
* Identifying areas for training to fill the skill gaps & sharing best practices within the team.
* Responsible to check & ensure that team has accurately completed the transactions before submitting the final quotations to the customers.

# Work EXPERIENCE [Oct 2016 – till now]

**[ Nika Island Resort & Spa , Maldives ]:**

**IT (Technician):**

# ROLES AND RESPONSIBILITIES:

* Responsible for the repair and maintenance of 55 desktops and laptop computers.
* Used remote access to perform troubleshooting when needed.
* Walked customers through step-by-step process for troubleshooting hardware issues.
* Assisted customers with anti-virus program installations and virus removals.
* Used good problem-solving skills for troubleshooting problems.
* Used great customer-service skills.
* Wi-Fi Configuration
* Installation & Setup of CCTV Camera

# Work EXPERIENCE [JULY 2014 – Oct 2016]

 **[Hewlett – Packard Enterprise, Bangalore]:**

HPE is a technology company that operates in more than 170 countries around the world. HP offers consumers a wide range of products and services from digital photography to digital entertainment and from computing to home printing.

# ROLES AND RESPONSIBILITIES:

**Support Management Coordinator (III):**

***Key Responsibilities:***

* Installed and maintained company's computer systems and network.
* Performed upgrades and installed updates.
* Completed troubleshooting and repair when computers had problems.
* Assisted office staff with computer application questions.
* Conducted computer technology training with all new staff.
* Recommended computer products and applications to improve productivity.

# Work EXPERIENCE [SEp 2012 To July 2014]

**[ATOS INDIA]:**

ATOS is led by a veteran in the scientific research instrument industry who is respected by global partners and has about two decades of experience with over 250 installations. The ATOS support team is highly qualified with multiple academic qualifications with relevant experience and is geared to provide high quality and reliable service support to customers across India.

# ROLES AND RESPONSIBILITIES:

**OFFICER (Grade 3)**

***Key Responsibilities:***

* Preparing Bank Statement for NS&I bank Customers.
* Handling customer Queries E2E
* DC (death Claims) - If any customers expired, we will guide their authorized People to Claim the customer Money.
* Handled first level escalation.
* Escalating issues to the Managers and PE’s that require intervention/clarification.

# ACADEMIA:

* BCA(Bachelor of Computer Application) in R.K.M.Vivekananda College – Chennai

# ACHIEVEMENTS AND REWARDS:

* SMO Activates
* Received Spot Awards for monthly performance.
* Initiated in handling Special Customer Projects within the specified TAT.

# personal DOSSIER:

**DOB**: 03-10-1991

**Sex**: Male

**Marital Status**: Single

**DECLARATION:**

I hereby declare that the above-mentioned details are true to the best of my knowledge.