** PRAKASH**

[**PRAKASH.339024@2freemail.com**](mailto:PRAKASH.339024@2freemail.com)

**IT ENGINEER – L2 SUPPORT**

**AREAS OF EXPERTISE**

***.*** *DESKTOP, LAPTOP – HARDWARE TROUBLESHOOTING, MAINTENANCE*

***.*** *NETWORK ADMINISTRATION*

***.*** *LAN INSTALLATION*

***.*** *PLANNING & CABLING*

***.*** *TCP/IPv4 - CONFIGURATION*

**PERSONAL SUMMARY**

Hands on knowledge and 6+ years of experience in the maintenance and support of computer systems and networks of both small and large departments. As well as the planning and practical implementation phases of various Network & System projects. Previously held responsibility for ensuring the security of stored information and also for the installation of new hardware, software and in preventing illegal alterations, damage, or disclosure of information. Valuable experience of planning, coordinating and controlling the security measures for information systems to regulate access to computer data files.

Now looking for a new and challenging System Engineer position, one which will make best use of my existing skills and experience and also further my development.

**WORK EXPERIENCE**

***Periyar Maniammai University-Vallam-Tamil Nadu-India***

**JUNIOR SYSTEM ADMINISTRATOR JANUARY 2012 - PRESENT**

**PROFESSIONAL SKILLS**

*MCSA*

*HARDWARE & NETWORKING*

*HDCA*

*CATe*

*(Manual & Automation Testing*

**KEY SKILLS AND DUTIES**

* Troubleshooting day-to-day issues, Hardware troubleshooting experience over 600+ Desktop and Laptops
* Installation and Handling Windows OS - XP, 7, 8, 8.1, 10 and Server 2003, 2008, 2012
* Hands-on knowledge in MS-Office 2007, 2010, 2013 & Office 365
* Installing software, patches, updates in Server, desktops
* Backup and disaster recovery plans
* Monitoring and Maintaining Server for daily backup
* Creating Active directory and escalated to next level if requires
* Maintaining user account & Groups
* Maintaining File servers, storage servers & print servers
* Monitoring server events, logs & spaces for precaution
* Updating & Maintaining Wi-Fi controller
* Installation of Wi-Fi access points & maintaining
* LAN installation & maintenance
* Providing excellent desktop/server hardware & network support

**KEY SKILLS AND COMPETENCIES**

* Extensive [network administration](http://workbloom.com/resume/sample/desktop-technical.aspx) and configuration skills and experience
* Extensive expertise in server/software installation, configuration and support
* Expert in wide variety of IT technology, software, hardware and operating systems
* Expert problem solving and troubleshooting skills
* Strong management and motivational skills
* Excellent verbal and written communication skills
* Expert in LAN/ Wi-Fi maintenance
* Strong system Trouble shooting & Analysis skills

**ACADEMIC QUALIFICATIONS**

**B. Tech - Information Technology**

***Anna University 2005 - 2008***

**Diploma - Information Technology**

***Directorate of Technical Education 2001 - 2004***

***Venture Info Tech-Tamil Nadu-India***

**SYSTEM SUPPORT ENGINEER** **OCTOBER 2010 – DECEMBER 2011**

Responsible for maintaining and installing computer networks and computer software’s based around Microsoft Server Technologies. Working as part of a team and operating in a fast paced, changing and challenging 24x7 environment.

***DUTIES***



* Analyzed LAN to determine what were the major problems and improvements needed to be made to the network infrastructure
* Managed key PC and server implementation and deployment successfully
* Successfully accomplished numerous key software and hardware installations and upgrades
* Entrusted with printer installations, incorporating configuration and assignation
* Managing Windows Server Updated Services server and implementing patches
* Maintaining desktops and servers.
* Commended for providing excellent desktop/server hardware and network support
* Managing Active directory, user accounts
* Troubleshooting hardware & software with desktops, laptops and day-to-day issues
* Maintaining company database

**KEY SKILLS AND COMPETENCIES**

* Responding within agreed time limits to call-outs
* Communicating technical information to non-technical personnel
* Problem solving and troubleshooting skills
* Maintaining File server and print servers
* Implemented a backup and recovery
* Desktop/server hardware and network support
* Maintaining staffs database