**ANOOP**



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**C/o-Mob : 0502360357**

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***A confident and*** *​****reliable IT support engineer****​* ***with extensive practical experience of working with computers and resolving any support issues that are raised to the service desk. Possessing a proven ability to administer and control the operation, configuration and maintenance of computer based information systems, as well as having an eye for detail and able to multitask under pressure.***

**WORK EXPERIENCE**

|  |  |
| --- | --- |
| ***Company Name*** | **Maksys Technology Services** |
|  |  |
| ***Experience*** | 6 months |
|  |  |
| ***Client*** | Banks & Private Companies |
|  |  |
| ***Job Title*** | Technical Support Engineer |
|  |  |
| ***Period of Service*** | Sep 2015 – Mar 2016 |
|  |  |

***Responsibilities***

* Troubleshooting of all type of hardware and software applications problems and printer, scanner and LAN related issues.
* Remotely resolving application problems, network problems and mail configurations through netmeeting, RDP and other related softwares.
* Installation and configurations of OS WinXP, WinVISTA, Win2008 Server, Win7, Win8,

Linux 6.3.

* Installing, configuring & troubleshooting with Microsoft Office products including Outlook, excel, word etc

|  |  |
| --- | --- |
| ***Company Name*** | **Tecteam IT solutions (Wipro Infotech)** |
|  |  |
| ***Experience*** | 1 Year and 8 months |
|  |  |
| ***Client*** | Banks & Private Companies |
|  |  |
| ***Job Title*** | Technical Support Engineer |
|  |  |
| ***Period of Service*** | Jan 2014 – August 2015 |
|  |  |

***Responsibilities***

* Responsible for networking, design, installation and maintenance services.
* Supporting users and network administrators over the telephone and by email.
* Maintain the company's network infrastructure.
* Networking and providing support for Windows, Macintosh and Linux issues.
* Configuration and testing of any new hardware and software.
* Travelling to client sites to help with installs, deployment, and troubleshooting.
* Management of the daily data backup and retrieval scheme.
* Installing and operating Windows desktop and server operating systems.
* TCP/IP networking and hardware maintenance and repair.
* Remotely resolving application problems, network problems and mail configurations through

netmeeting, RDP and other related softwares.

**Technical Qualification**

* Computer networking certification from NCVT, Govt of India
* Systems(A+) as well as Network (N+) administration certification from CMS Institute, India
* Completed Microsoft Certified Technology Specialist course from CMS, India
* Completed the course of CCNA from CMS, India
* RedHat Linux certification
* Microsoft Office products certification from NCVT, Govt of India

**Educational**​ **Qualification**



|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Course** |  | **Specialization** | **Institution** | **Year of** |
|  |  |  |  |  | **passing** |
|  | **Diploma** |  | Hardware & | Global College Calicut. | 2011 |
|  |  |  | Networking |  |  |
|  |  |  |  |  |  |
|  | **VHSE** |  | Electronics | GVHSS, meppayur, Kerala | 2008 |
|  |  |  |  |  |  |
|  | **SSLC** |  | ALL Subjects | GVHSS Payyoli, Kerala | 2006 |
|  |  |  |  |  |  |
| **Personal Details** | | |  |  |  |
|  | **Date of Birth** | | | 28 October 1990 |  |
|  | **Nationality** | | | Indian |  |
|  |  | | |  |  |
|  | **Visa status** | | | Visit Visa |  |
|  | **Sex** | |  | Male |  |
|  | **Material status** | | | Single |  |
|  | **Languages known** | | | Malayalam, English, Tamil & Hindi | |
|  | **Hobbies** | |  | Traveling,Listening | to music,playing |
|  |  |  |  | cricket,football,​​Badminton | |

**Declaration**

I hereby declare that the above written particulars are true to the best of my knowledge and belief.