**SIVA**

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C/o-Contact No: +971502360357



**OBJECTIVE**

Seeking middle level assignments in IT – Infrastructure, System Administration with an esteemed organization in the IT Sector



**TECHNICAL SUPPORT SKILLS**

* Installing and configuring windows operating systems.
* Expertise in troubleshoot operating systems&hardware’s.
* Install, configure and troubleshoot Lotus Notes and MS-outlook backup & restore.
* Installing, configuring and troubleshooting printers and scanner.
* Install configure and updating Antivirus.
* Install and configure Network settings.

**WORKING EXPERIENCE**

* Day to day operations proceeds with checking service desk for on-going requests and issues for new incidents.
* Handle issues related to Desktop L1,L2 likeInstalling and configuring of Windows Desktop operating systems.
* Install, upgrade and troubleshoot application like Ms Office 2003, 2007, 2010 which authorized software.
* Monitor and troubleshoot various performance related CPU, Memory and Disk performance issues.
* Install, upgrade and troubleshoot Hardware and peripherals like printer, scanner, and network printer any other authorized devices.
* Manage Application, shared folder and devices for user control and Restriction.
* Install, configure, troubleshoot antivirus client Trend Micro Systems, Symantec Endpoint protection.
* Expertise in Remote support handling like Dame Ware 7.5, Team Viewer
* Troubleshooting network access LAN, WAN.
* Providing Internet access for users through LAN Proxy setting.
* Maintain multi brands of Desktop including HP, Dell and IBM in Hardware environment.
* Customize desktop hardware to meet user specifications and site standards, Provide solutions and suggestions to junior engineers.
* Responsible for asset management & tracking; site stock maintenance material in/out.
* Prepare the technical documents and upload it to our knowledge repository.
* Ensure all calls/mails to be addressed properly without SLA violation.
* Familiarize end users on basic software, hardware and peripheral device operation; Assist users to diagnose and solve their problems
* Take ownership and responsibility of queries, issues and problems assigned.



**ORGANIZATION PROFILE**

**CAREER SNAP SHOTS:**

* **ACCEL FRONTLINE LTD -** Chennai as Customer service Engineer from Aug 2015 to Till Date.
* **GVK EMRI -** Chennai as Associate Emergency Response Officer (ERO) from Jan 2012–Feb 2015.



**Adequate Skills:-**

* Remote Support, Resolving hardware issues, End User Support, Configure and troubleshooting of Lotus Notes and MS-Outlook.



**PROFESSIONAL CREDENTIAL**

* **M.SC., Computer Science**- H.H.The Rajah’s College (AU), Bharathithasanuniversity,Pudukottai,Pudukkottai Dt.
* **B.SC., Computer Science** - Sri Venkateshwara College Of Arts And Science, Bharathidasan University, PeravuraniTk, Thanjavur Dt.
* **HSC** -Government Boys Higher Secondary school - KeeramangalamPudukottai-(dT).

**PERSONAL DETAILS:**

Date of Birth : 20-Feb-1989

Sex : Male

Marital Status : Unmarried

Languages Known : English and Tamil (R/W/S)



**DECLARATION:**

I hereby declare that all the statements made in the C.V are true and Correct to the best of my knowledge and belief.