**CURRICULUM VITAE**

**SARAVANA**

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**Post applied for: Technical Help Desk Engineer**

**Carrier Objective:**

An aspiring initiative-maker with an aim to implement innovative concepts and ideas for the success of the organization.

**Professional Experience:**

1)Technical Support Associate in HCL Services Pvt Ltd. (May 2013 –March 2015)

Location: BARC.

* Handling calls on hardware issues of Motherboard, hard disk and SMPS.
* OS installation on branded systems like DELL and HP.
* Networking connectivity issue.
* Application installation, configurations,up gradation and troubleshooting.
* Remotely handling customer side problems.
* Installation of Symantec antivirus.
* Troubleshooting problems through telephonic and personally.
* Installation of computer systems at the client side.
* Handling calls in the Kotak bank regarding applications and network connectivity.

2)Technical Help Desktop L2 in HSB infotechPvt Ltd on behalf of Wipro InfotechPvt Ltd.(November 2015 – April 2016)

Location: IIFL pvt ltd.

* Remotely handling customer side problems.
* Taking backup in server using putty.
* Handling vendors of Bloomberg application, HP and Acer.
* Handling MS Office related problems and add ins.
* Application installation, configuration, up gradation and troubleshooting.
* Troubleshooting problems through telephonic and personally.
* Installation of computer systems at the client side.
* Installation of cisco vpn.
* Troubleshooting Network problem with Local connectivity.

3)**IT Incharge(IT Head)** in **Globe CotyarnPvt Ltd**, Andheri from May’2016 to Till date( Provide Technical Support and Manage all IT assets/ Networking/ Biometric Attendance machine/ CCTV cameras, etc.,)

**Academic Qualifications:**

* **Degree**  : B.Tech
* **Year of passing**   : 2012
* **University** : Anna University
* **SSC**    : Maharashtra Board
* **HSC**   : Maharashtra Board

**Computer Hardware & System Skills:**

* Installing and Managing O.S (Windows 2000, XP, Window7, Window8)
* Installing, Managing, Configuring peripheral devices & system drivers.

**Responsibilities:**

* Desktop Hardware and Network Troubleshooting and Maintenance.
* Installing, Configuration and troubleshooting of windows Desktop Operating system Windows XP and 7.
* Installing Antivirus and upgradation.
* Knowledge of Windows/MS-Office and Internet Operations.
* Administered Network Related Troubleshooting of LAN.
* Configured and maintained Network Printers.
* Shared, secured and accessed File and Folders.
* Assisted in troubleshooting of all User side issues.
* Adding of host in Domain, Workgroup .
* Provided support, maintenance and up gradation of the Application Software.
* Installation and Configuration of SNMP Protocol & Configured Proxy Server.
* Diatonic Motherboard, Hard disk and SMPS.
* Finding out problems in LaserJet printers.
* User end applications up gradations.
* Installations and up gradation of Antivirus.
* Troubleshooting problems through telephonic and personally.
* Installation of cisco vpn.
* Troubleshooting Network problem with Local connectivity.

**Key Skills**:

* Good communication skills.
* Easily get involve with the new people.
* Ability to work under any situation.
* Quick learner.

**Personal Details:**

Date of Birth : 10-November 1988

Nationality : Indian

Marital Status : Single

Languages Known : English, Tamil, Hindi, and Marathi.

Hobbies : Reading books, Internet.

**Passport Details:**

Date of Issue: - 23/10/2015

Valid upto: - 22/10/2025

Place of Issue: - Mumbai

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