Anoop

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**Career Objective:**

***To work as a computer system administratorin a challenging environment for a professionally managed and growth oriented organization where my potentials and experience can be utilized to their maximum capacity.***

**Summary of Skills:**

* ***certified (CCNA)***
* ***Having hands own experience in the installation and maintenance of server units.***
* ***Skilled in installing, maintaining, and supporting IT equipment***
* ***CCTV and security camaras***
* ***Knowledge of Complete knowledge of computer hardware technology***
* ***CISCO MS Office Suite and printer setup and maintenance***
* ***Expert in troubleshooting HP, Dell,HCL and Acer PCs and Laptops***
* ***Ability to build custom computers and repair computer peripherals***
* ***Excellent diagnostic abilities on all platforms***
* ***Strong customer service and communication skills***

**Work Experience**

**On Job Trainee(Field engineer)  
HCL INFOSYSTEMS LTD, India**

**June 2013 – September 2014**

* ***Providing support to computer systems***
* ***Installing and providing maintenance service to clients***
* ***Repairing hardware components of personal computers, laptops, and printers***
* ***Visiting clients' offices, evaluating problems, and implementing corrections***
* ***Providing training to clients' employees on handling basic hardware problems***
* ***Providing upgrade service to all computer platforms***
* ***Maintaining logs and inventory of equipment repairs***
* ***Installing anti-virus software to strengthen IT security***

**Field Engineer Customer Support(fecs)  
LIPI DATA SYSTEMS LTD,Cochin, India  
November 2014 –Jan 2017**

* ***Provided maintenance services to clients***
* ***Installations and servicing of pcs and laptops***
* ***Card printer and lineprinter installations and configuring assure ID***
* ***Repaired printers, scanners and hard drives***
* ***Stayed current with the emerging computer hardware technology***
* ***Resolved computer operating systems problems***
* ***Answered calls and guided clients on fixing minor problems(citrix/sap)***
* ***Replaced certain internal component in desktop computers as needed***
* ***Installed new IT systems***
* ***Upgraded existing hardware and software***
* ***Cctv and antivirus updations***

**Education:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **College/University** | **Year(s)** | **Degree/Diploma** | **Specialization** | **Status** |
| **Diploma in Engineering.**  **EKNM Model Poly Technique College Kalliassery Kannur (IHRD)** | **2010-13** | **Diploma** | **Computer Hardware Maintenance (CHM)** | **84%** |
| **Board of Higher Secondary – Kerala** | **2008-10** | **Plus Two** | **Science (Biology)** | **70%** |
| **Board of Public Examination-Kerala.** | **2007** | **SSLC** | **---** | **82%** |

**SOFTWARES&OPERATING SYSTEMS WORKED WITH**

**Software:**

* ***IBM Lotus Notes Mail Client***
* ***Office 365 mail***
* ***Trend micro/Symantec***
* ***Microsoft Outlook Express mail Claint,windows livemail***
* ***Microsoft office 2003 /2007/2010***
* ***Team Viewer/ Ammi Admin/***
* ***Quick heal /sap/citrix/***

**Operating System:**

* ***Windows 98/ 2000/XP/Vista/Win 7/Win 8/win10***
* ***Windows 2000server /2003 server/2008R2***
* ***Ubuntu /redhat***

**DECLARATION**

I consider myself familiar with **“Computer hardware and networking Aspects**”. I am also confident of my ability to work in a team.

I solemnly affirm that the above-furnished particulars are true to the best of my knowledge and belief