**PARTHIPAN**

**PARTHIPAN.367674@2freemail.com**

**CAREER OBJECTIVE**

 Aspiring for a career in an organization where I can utilize my knowledge and skills to add value to the company and improve my technical and interpersonal skills.

**EDUCATIONAL QUALIFICATION**

 **B.E. Electrical and Electronics Engineering** (2007-2011) with first class at S.A Engeering college, chennai-600077.

**Skill Summary**

* Around 3.1 years of experience in IT Industry involving in IT Desktop support/Technical support.
* Information gathering and Call assignments to L2 / Vendor using standard procedures.
* Providing status of tickets assigned to L2, Vendor, to the customers.
* Raising ticket and monitoring the ticket through Ticketing Tool.
* Attending IT related calls ensure that which meets the customer SLA.
* Basic networking and network troubleshooting.
* Has Knowledge in handling and managing System Support Administration.
* Developing and Practicing Assertiveness in Customer Support.
* Installation & Troubleshooting of Outlook (2007,2010 & 2013)
* Dealing With Difficult Customer-Service Situations.
* Help Desk support for remote users.
* Good interpersonal skills, customer relation, committed, result oriented hard working with a quest and zeal to learn new technologies.

**working experience**

**ORGANISATION: ACCEL FRONTLINE LTD**

**DESIGNATION: Desktop Support engineer**

**DURATION:** **11thjuly 2012 to 14thjuly 2013.**

**CLIENT: WABCO-INDIA, Ambattur**

**Roles & Responsibilities**

* Handling of issues related to Desktops and Laptops both Application, hardware support and Remote support
* Involving in OS installation (windows XP & 2007) and Troubleshooting.
* Installing of applications like MS Office, 2002, 2003, 2007, Adobe Products and Configuring & Troubleshooting of Microsoft outlook for user, troubleshooting Mail Problem and backup.
* Provide Support in Resolving Networks Problem and troubleshooting of LAN Connectivity issues.
* Installation & troubleshooting of different client applications software’s i.e. IBM Sametime, Autocad 2005, installation of SAP 6.0.
* Hands-on experience in troubleshooting and configuration of Network printers and local printers and other devices.
* Handling one individual premise of around 550 computer systems network and solve the problem retailed to Hardware & Software.
* Ensure end-user calls are completed on correct time.

**ORGANISATION: YUVA COMPUTERS**

**DESIGNATION: Desktop support engineer**

**DURATION: From October 2013 to May 2014.**

**Roles & Responsibilities**

* Installation, Maintaining of Operating Systems like Windows XP/Vista/7.
* Troubleshooting Desktop computers.
* Troubleshooting & analyzing of HDD, Motherboard, SMPS, CPU, Memory.
* Installation of Device drivers, Hardware components like Printers, Scanners and Software’s like Adobe Photo shop, Acrobat Reader for the end users.
* Installing all kinds of latest Software’s and update Anti-virus.
* Installation of user required application and packages

**ORGANISATION: HCL INFOSYSTEMS**

**DESIGNATION: System Engineer.**

**DURATION:** **From June 2014 to May 17 2015**

**CLIENT: AIRINDIA, Chennai International Airport.**

**Roles & Responsibilities**

* Installation, Configuration, Maintaining of Operating Systems like Windows XP/Vista/7.
* Analyzing & troubleshooting HDD, Motherboard, SMPS, CPU, Memory, Add on cards.
* Installation of Device drivers, Hardware components like Printers, Scanners and Software’s like Adobe Photoshop, Acrobat Reader for the end users.
* Configurations of Email clients like Lotus notes Basic 8.5, 8.5.3, Maintaining and Troubleshooting.
* Troubleshooting of connectivity problems, network related problems within the LAN.
* Installing all kinds of latest Software’s and update Antivirus.
* Installing and Troubleshooting Local printers (Inkjet, Dot matrix, Laser) and Network printers
* Maintenance of Mandatory Records / Registers
* Willing to learn and explore new technologies.

**ORGANISATION: IBM INFO SERVICES**

**DESIGNATION: Technical support engineer**

**DURATION: From May 18 2015 to August 20th 2016**

**CLIENT: BHARTI AIRTEL LIMITED, Santhome, Chennai.**

**Roles and Responsibilities:**

* Troubleshooting the hardware and application related issues for both laptop and desktops, network systems.
* Configured & Troubleshooting Microsoft outlook mail clients for various departments.
* Generating reports of production uptime and downtime based on tickets.
* Airtel user account troubleshooting and resolve Login related issues.
* Technical support of Operating System (Windows XP, Windows 7, windows 8)
* Installing and maintenance Of Enterprise Antivirus Application Symantec End Point Management.
* Managed and maintained **Bharti Sod Process** for USB Devices
* Resolving the customer issues using ticketing systems (IBM MAXIT Tool).
* Knowledge in Installation & Troubleshooting of Bharti Airtel Business application (ICRM,ECRM, PACS)
* Knowledge in Installation & 8Troubleshooting of Cisco VPN.
* Configuration & troubleshooting Projector , Video conference Device
* Configuring & Troubleshooting USB printer, Local and Network TCP/IP printer.
* Troubleshooting issues through Remote such Net meeting, TRC-Tivoli Remote control, Team viewer, show my PC and AMMY Admin

 **Technical skills**

* CCNA course completed.
* Basic Networking and troubleshooting.
* Assembling and reassembling of computer peripherals.
* Attending IT related calls ensure that which meets the customer SLA.
* Help desk support for remote users.

**PERSONAL PROFILE**

* Date of Birth: 9th July, 1989
* Gender: Male
* Nationality: Indian
* Languages known: English, Tamil

**DECLARATIONS**

 I hereby declare that the above information stated is true and correct to the best of my knowledge.