**VIKAS**

**Vikas.368693@2freemail.com**

**Career Profile**

* Technical support professional offering extensive experience and thorough knowledge of different operating systems, hardware, desktop peripherals, IT network systems and firewalls.
* Over eleven years’ experience as a desktop support engineer for two organizations.

**Technical Skills**

* Desktop – Windows XP, Windows 7 & 8, Ubuntu, Redhat.
* Server – Windows 2003, 2008 and 2012 server, RHEL 6.0.
* Networking – ISDN, PPP, TCP/IP, FTP, DNS, DHCP, router, switch.
* MS Office 7/10

**Virtualization technologies**

* Installing and configuring VMware in Windows and Creating Virtual Machines.
* Installing of Oracle Virtual Box in Windows and Linux and creating Virtual Machines

**Professional Experience**

**Total IT Consult, Australia, October-2015 to August-2016.**

Working as a field service engineer (on-call basis) –**New Zealand** region.

* Testing, identifying, repairing, resolving, and documenting end user technical issues regarding basic network/desktop/laptop support, Printers, PDAs, BlackBerry’s, and LAN cable drops
* Break-fix, troubleshoot and resolve software issues; Reimaging computers/hard drives
* Support the user in local data backup and restore as per the documented process.
* Assist Service Desk/Remote Desktop Support teams for hands and feet coordination efforts
* Taking ownership of issues through to resolution on all appropriate requests
* Move equipment within the premises associated with escalated help desk Recommends and/or performs upgrades on systems to ensure longevity
* Provide support, setup, test, training, logistics and maintenance of all required Workstation and peripheral equipment at the site.
* Monitors system performance and implements performance tuning.
* Setup print server and ensured connectivity with end-users Data recovery coordination

**KELTRON**, **Trivandrum, Kerala, India- October 2004 to June 2014**

KELTRON (Kerala State Electronics Development Corporation Ltd.) is a public sector electronics and Information Technology company located in Kerala, a state in India.

**Job Profile:**

* Given all IT based 1st line and 2nd line support for clients.
* Performed network administration functions, set up network user accounts/permissions, reset passwords, and administered group policies and Active Directory
* Install and configuring physical network, wireless network, router and switch and giving support in a 3500 user’s environment.
* Configuration and up gradation of router and switch’s
* Troubleshooting software issues from in-house software, Windows 7 and 8 and Office 2010 and 2013.
* Configured, formatted and maintained PC desktops, laptops, local printers, peripheral devices, and associated software.
* Supporting hardware problems and building new computers and laptops.
* Solve the hardware and software related problems onsite and remotely such as, managing software, install software’s, managing license, check update of antivirus, malware detection and removal, group policies, change permission etc.
* Delivered printing solutions and peripherals, e.g., scanners/copiers, printers, digital projectors, and fax machines.
* Trouble shooting of printers like dot matrix and laser.

December 2002 - July 2004, **UNITECH**, Trivandrum, India

**Computer Technician**

* Troubleshoot Software / Hardware problems.
* Creating User's, Groups and Organizational Units on Microsoft Server
* Manage Desktop operating system, Microsoft server.
* Assemble PC's and Troubleshoots network related issues.
* Keeps records of maintenance work and repairs.
* Test, Install and maintain computer and IT systems.
* Installing and repairing hardware and software.

## Education

**Diploma in Computer Hardware Maintenance and Networking (3 year)** Government Polytechnic College, Nedumkandam, Kerala, India. March 2002

**RedHat Certified Engineer (RHCE)-130-070-097**

**Cisco Certified Network Administrator (CCNA) - CSCO11287645**

## Personal Information

Date of birth : 20-05-1982

Marriage Status : Married

Nationality : Indian

Driving license : Class 1 Full New Zealand license and Indian

Referees

Available on request.