**Vyshagh**

[**Vyshagh.372165@2freemail.com**](mailto:Vyshagh.372165@2freemail.com)

**PROFILE SUMMARY**

A confident and reliable Engineering Graduate with 2+ years experience in Technical Support , Installation and administration. Owning a proven ability to assist with the day-to-day running of an IT department. Well mannered, articulate and able to act as point of contact for colleagues and external clients.Looking for a suitable position in a dynamic organization to augment its working and enrich my experience and professional capabilities by serving with the renowned organizationan exciting, innovative and ambitious company that offers room for progression.

**WORK EXPERIENCE**

1. **WALKAWAY INTERNATIONAL PVT LIMITED , BANGALORE**

Period : July 2014 to December 2015

Position : Technical – Support

* Working with customers/employees to identify computer problems and advising on the solution.
* Updating self – help docuements so customers/employees can try to fix problems themselves.
* Improves client references by writing and maintaining docuementation.
* Updates job knowledge by participating in educational opportunities; maintaining personal networks.
* Avoid legal challenges by monitoring compliance with service agreements.
* Accomplishes information systems and organization mission by completing related resultsas needed.

1. **AEGIS GLOBAL LIMITED , BANGALORE**

Period : April 2016 to March 2017

Position : Technical - Support

* Interacting with clients, understanding their needs and providing technical support to clients by remotely accessing their networks & troubleshooting the issues raised.
* Database migration and Database Recovery of Software.
* Performed installations, technical support, troubleshooting and maintenance of worked equipment.
* Implementing and maintaining backup System.
* Creation of table space, Maintenance of table space, adding data file in a table space.
* Online Support of Software and rectification of all software issues related to it.
* Hardware troubleshooting in all Desktop, Printer and Laptop.

**QUALIFICATION**

* **Bachelor of Engineering (2010-2014)**

Stream : Electronics and Communication Engineering

From : Sree subramanya College of Engineering (Anna University),

India

* **Higher Secondary Education (Mar-2010)**

From : Technical Higher Secondary School, Kerala, India

**TRAINING AND INDUSTRIAL VISITS**

* Completed **soft skills** training course Conducted by **HEWLETT PACKWARD** .

**TECHNICAL SKILLS**

* Expert in testing and installing equipment
* Comprehensive knowledge of telecommunications systems and equipment
* Very good Knowledge of Windows OS XP, WIN 7, WIN 8, WIN 10 .
* Extensive proficiency in IP and analog telephone systems
* Ability to handle multiple, competing priorities in an effective manner
* Testinng, Implementing,Managing the Retail ERP, Hotel, Pharmacy,Educational Software
* Contributes to team effort by accomplishing related results as needed.
* Expert in troubleshooting and maintaining the existing network system
* Perform complex calculations to establish manufacturing and installation specifications
* Professional hands on experience in designing cable and wireless network

**PERSONAL DETAILS**

Date of Birth : 5 th June1992

Nationality : Indian

**DECLARATION**

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