

RESUME

*HARISH*

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OBJECTIV

\* Intend to work in an environment that enhance my skill and motivates me to utilize my potential to the fullest extent to contribute to the company both individually as well as a team.

PROFESSIONAL WORKING EXPERIENC

Summary:

* Total 3.2 Years of Experience in IT Hardware & Networking as a System Administrator.
* Good Experienced in Active Directory, WSUS, File Server, DNS, DHCP, Symantec Antivirus, Hyper-V server, Switches and Routers.

Working with TVS Electronics Ltd – Chennai

Role : SYSTEM ADMINISTRATOR (from OCT’ 2016 to Present Date).

Location : TVS Motor Company Ltd (Main Production Plant) – Mysore, Karnataka, India.

Responsibilities & Skills:

* User support to resolve problems on timely to maintain 99% uptime.
* 99.5% uptime for assembly line IT equipment’s.
* Administrating, maintaining and Permissions for end user ID’s, client systems in AD server.
* Taking care of Network drives - data backup and Recovery from File Server using Symantec.
* Information security support.
* Network traffic control through Op Manager.
* Wireless Network Maintenance through Zone directory and Access points.
* Configuring VPN network and Proxy Server to Authorized users.
* MS Outlook Configuration and troubleshooting.
* OS and standard Application Installation & troubleshooting [Linux, Win 2000, XP, Win Vista, Win7, Win8 & 8.1 and Win 2003,2008 and 2012 server]
* Hardware troubleshooting for all Desktop, Laptop, Printers and Scanners.
* ONLINE VINMARKING Application support for Engine & frame Numbering & database backup.
* Warranty Maintenance and tracking for all IT related Assets.
* Sending weekly and monthly reports to reporting head.
* Barcode, LaserJet, Deskjet, Dot-matrix Printer and Barcode scanners configuration (both in Local & Network), troubleshooting and maintenance.
* New Machines installations like PC, Printers and Scanners.
* Vendor management for maintenance of IT equipment’s.
* Complete ownership of call closure.
* Symantec Antivirus status monitoring in all client systems.
* Symantec Messaging Gateway v10.5.1\_ Inbound and Outbound mail’s tracking.
* LAN sweeper \_ Network inventory tool for monitoring all Server, workstations, Pc’s, laptop, and User’s Login status.

Worked in SYSNET GLOBAL TECHNOLOGY – Bangalore

Role : Desktop Support Engineer (From APR’ 2016 - SEP’ 2016)

Location : Life insurance corporation (LIC) HQ, Mysore, Karnataka, India

Responsibilities & Skills:

* Assembling, Installing & Troubleshooting Desktop PC’s, laptops
* Troubleshoot the problem in Desktop, Laptop.
* Installing O/S like Windows XP, Windows 7, Windows 8, Windows Server, Linux, etc.
* Before part replacement troubleshooting the System in hardware & Software level.
* Troubleshoot the problem through the Remote Access.
* Troubleshoot the problem in Microsoft office.
* Troubleshoot the Symantec problem
* Installing Basic software’s for Desktops & Laptops
* Giving Hardware and Software support to customer.

Worked in Sagar Telecom - Mandya

Role : Service Engineer (From MAR’ 2015 - MAR’ 2016)

Location : Sagar Telecom, Mandya, Karnataka, India

Responsibilities & Skills: **Mobiles** & **Computer**

* Achieves personal production targets while maintaining the required repair quality.
* Performs all repairs, rework, test and documentation steps necessary to proceed
* Troubleshoots down to the component level, repairs and documents all Failures
* Responsible for fault finding, repair, service and installation of mechanical equipment
* Refurbishes mobile phones, wireless devices and other related
* Models/equipment Samsung Manufacturers.
* Repair to include: Hardware level 1, 2, & 3 including Software Applications.
* Implements locking/unlocking, language change and profiling of mobiles.
* Disassemble/reassemble down to board and component levels.
* Repairs accurately
* Handles customer requests for technical assistance
* Operates to required Company standard
* Completes repairs to the required standard and returns them within the
* designated period
* Maintenance of the computer hardware
* Maintenance of other computer related equipment
* Mainly work with desktop and laptop computers
* Troubleshoot whatever problem that has arisen in the computer
* Basic electrical wiring
* completely assemble a whole computer.

Worked in FORTE SOLUTION PVT Ltd - Bangalore

Role : DATA GEEK (From JULY’ 2014 - FEB’ 2015)

Location : Vodafone. Mandya, Karnataka, India

Responsibilities & Skills:

* Service and troubleshooting DONGLE, WIFI devices, CELL phones etc.
* Establish develop and maintain positive network
* Preform cost-benefit and needs analysis of existing/potential customers to meet their needs
* Reach out to customer leads through cold calling regarding network issues
* Coordinate with network team members and other departments for higher level network issues
* Expedite the resolution of customer problems and complaints to maximize satisfaction
* Keep abreast of best practices to track and status reports
* Continuously improve through feedback.

TECHNICAL COURSE

* + Hardware A + INTERNETWORKZ Academy, Bangalore, Karnataka, India.
  + Networking N+ INTERNETWORKZ Academy, Bangalore, Karnataka, India.
  + CISCO Certified Network Associate C C N A (R&S) INTERNETWORKZ Academy, Bangalore, Karnataka, India.

EDUCATION QUALIFICATIO

* Degree: Bachelor of Science (Computer Science)

Institution: Bharathi Nagar First Grade College, University Of Mysore, Mandya, Karnataka, India.

Year of passing: 2015.

Percentage: 54 %.

➢ +2 :

Institution: PES PU College, Manday, Karnataka, India.

Year of passing: 2011. Percentage: 38%.

* SSLC:

Institution: St John’s High School, Mandya, Karnataka, India.

Year of passing: 2008.

Percentage: 64%.

PERSONAL SKILLS

* Good Leadership & Team cooperation.
* Good communication.
* Eager to learn new things.
* Positive and Alternate thinking.

OTHER KEY SKILL

* Microsoft Office 2003,2007,2010&2013(EXCEL, Word, Outlook Config, Power point)
* RAID Configuration, Ghost Image and OSI layer. TCP/IP model. (Redundant array in exceptive Disk).
* Basic knowledge in Network like Hub, Switches, and Router, DNS and DHCP.
* Active Directory – Installation of AD – Domain Controller.
* Knowledge in profiles – Net logon, Disk Quotas.
* Group policy for User & Computer, User Logon Policies, Password Policies, Account Policies and user properties.

AREA OF INTEREST

* IT-System Administrator.
* Network Administrator
* IT-Information Security.
* IT-Technical Support.
* IT- Help Desk Support..
* Technical Trainer for Hardware & Networking.
* SAP-BASIS.

PERSONAL PROFILE

Date of birth : 15th Feb 1992.

Language Known : English, Kannada and Tamil.

Sex : Male.

Marital status : single.

DECLARATION

I hereby declare that the information furnished above is true to the best of my Knowledge.