**CURRICULUM VITAE**

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**HIRAN**

**Email:** [**hiran.388341@2freemail.com**](mailto:hiran.388341@2freemail.com)

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| **CAREER SUMMARY** |

**3** Years of experience in IT domain with good technical and client servicing skills / Handling Escalations

from the internal team and partner engineers across Kerala / Excellent Technical and Interpersonal Skills.

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| **E X P E R I E N C E S U M M A R Y** |

* Experience in Banking domain IT infrastructure and Application setup and networking
* 3 years of working experience in different type of desktops, laptops and thin clients. Worked with client operating systems
* Proficient in providing technical support and handling escalation calls from the team subordinates

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| **WORK EXPERIENCE** |

**CMS IT SERVICES PVT.LTD (june 2017 –** FEBRUARY **2019 )**

CLIENT : **Dhanlaxmi Bank** (Project handled byCMS IT SERVICES PVT. LTD).

DESIGNATION : IT Consultant

PROJECT DURATION : June 2017 – February 2019

**Job Responsibilities:**

* Provided all kind of IT technical support for all branches directly and through remote in Dhanlaxmi Bank.
* Logging the OEM calls to vendor and resolve the calls before reaching the SLA by end to end.
* Documented various software and hardware installations and troubleshooting. In addition, updating Windows and security patch management and deployment.
* Thin client & NAS box (DX-2102E) configuration in all branches.
* Installation and configuration of router, switch, modem.
* Configuration of static routing and dynamic routing.
* Troubleshoot network connectivity issues.

**Banking infrastructure Implementation Projects**

**Dhanlaxmi Bank**

**Sabarimala Project :**

* **24 x 7** IT Support in Sabarimala Temple.
* Configuring PC’s, Servers,Printers and Sabarimala Application.

**Unique Identification Authority of India Project :**

* Configuring and Troubleshooting Aadhar Enrollment Systems and devices.
* Implementation, Installation of Client Software ,Uploading and updating Enrollment Process.

**Thrissur Pooram Exhibition Project :**

* **24 x 7** IT support for Thrissur Pooram Exhibition
* Configuring & Troubleshooting PC’s,Servers,Printers & Thrissur Pooram Exhibition Application.

**BITS IT SERVICES PVT.LTD (March 2016 – April 2017 )**

CLIENT : **State Bank of India**

DESIGNATION : Desktop Support Engineer

PROJECT DURATION : March 2016 – April 2017

**Job Responsibilities:**

* Documented various software and hardware installations and troubleshooting
* Installation and troubleshooting of Client PC , Server, Printers, Scanners.
* Applied troubleshooting techniques to verify solutions.
* Installation, configuration and maintenance of company mail system to Windows Live Mail, Office 365
* Troubleshoot network connectivity issues.

**ACADEMIC QUALIFICATION**

* **MBA in Information Technology [Pursuing]**

Institute : ICFAI University,Tripura

* **B.Sc in Computer Science**

Institute : ST.Aloysius College,Elthuruth

* **Higher Secondary Education**

Institute : Govt. Higher Secondary School,Ayyanthole

* **SSLC**

Institute : Amrita Vidhyalayam CBSE School,Ayyanthole

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| **Certification courses** |

* CCNA [Cisco Certified Network Associate: Routing & Switching]
* RHCE [Red Hat Certified Engineer : RHEL 7]
* MCSA [Microsoft Certified Solution Associate: Windows Server 2012]
* ITIL [Information Technology Infrastructure Library: v3]
* Cloud : AWS CSA [Amazon Certified Solution Architect: Associate Level]
* Attended Training in CMS,kochi for KODAK Scanners

TECHNICAL EXPERTISE:

* Operating Systems : RHEL 7, Ubuntu, Linux ; Windows 7/8/10 , Windows Server 2012/2016.
* Basic Hardware : PC Assembling and Troubleshooting
* Networking : Routing Protocols [RIP, OSPF, IGRP and EIGRP], ACL and VLAN Technologies
* Software Proficiency : Basics of C , C++ , SQL and Java
* Cloud Technology : Amazon Cloud Services

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| **Personal details** |

Sex : Male

Nationality : Indian

Date of Birth : 22-06-1995

Marital Status : Single

#### Languages known : English, Malayalam, Hindi, Tamil