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|  | **Thinagaran** |
| Email | [thinagaran.215919@2freemail.com](mailto:thinagaran.215919@2freemail.com) |
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|  | Career Profile  A skilled, qualified and talented information technology professional with more than 7 years of experience in IT Systems Engineering, PC Trouble Shooting and maintenance. Looking for a position in IT systems/support engineering to utilize my knowledge and experience in a well-organized environment.  Professional Strengths   * Familiar with PC systems and networks. * Ability to handle multiple tasks. * Possess good organizational skill. * Excellent communication skills. * Efficient troubleshooter with commitment to lifetime learning. * Goal oriented and ability to work under pressure.   Professional Experience  KLAPS INTERACTIVE SOLUTIONS PVT LTD-CHENNAI  JAN 2016-TILL NOW  SENIOR IT TECHNICAL SUPPORT   * Responsible for All Technical Issues in Domestic Call Center setup. * Maintaining 80 desktop’s with Dialer * Monitoring File server * Responsible for All IT equipments * Responsible for Whole network setup * IP assigning, Firewall (Fortigate) for 100 user maintaining * Daily Data back up. * Server Maintenance * Network trouble troubleshoot * Hardware Troubleshoot * Responsible for all IT Issues in Office. * Cabling RJ45, Swithching. * Knowledge in Win7,Win8,Win10,Win2008 server   TSM Jain College of Technology (Kallakurichi) Mar 2013-Nov 2015  SENIOR DESKTOP SUPPORT IT ENGINEER   * Responsible for the resolution of all Technical issues of the systems by ensuring the quality, accuracy & timely resolution. * Responsible for Hardware /Software repair /Maintenance of PCs, Laptops, scanners and Printers of Students, Staff and the computer lab with more than 125 systems. * Responsible for Windows Desktop Support - New installs, reimages, BSOD, Freezing, Slowness, Backup and Recovery. * Responsible for configuring and troubleshooting of Network and local printers, scanners, digital senders for PC / laptop. * Responsible for Printer Repair - System boards, memory, video, screen, hard drive replacements. * Accountable for all hardware and software resources and parts and responsible for maintaining the inventory of the same. * Providing lectures, assistance in computer labs and teaching the assigned subject. Using Visual aids for better understanding of the subject and making the class more interactive and interesting.   Muruga Polytechnic college  LECTURER/DESKTOP SUPPORT TECHNICIAN  Mar2008 to FEB2013.   * Installation, configuration, and testing of pc and server hardware, software, LAN and WLAN networks. * Upgraded and installed software applications, operating systems, anti-viruses, drivers and security software * Formatted, debugged and partitioned basic operating systems. * Involved in installation & troubleshooting of hardware/ software. * Installed & configured new computers and other IT equipment. * Upgrade workstations and Server and desktops when required. * Providing support for customer on-site or remote, coordinate with Help desk team. * Mail configuration lotus mail, outlook. * Connecting with domain network. * Responsible for supporting and installing and updating applications and operating systems. * Performed Installation of Wireless Access Points and configured the security according to clients’ needs on location.   **ALFA COMPURES AND SERVICES(CHENNAI).**  DESKTOP SUPPORT ENGINEER – May2007 to Feb 2008).   * Involved in installation & troubleshooting of hardware/ software. * Installed & configured new computers and other IT equipment. * Installing and configuring internet connection and routers and modems. * Providing support for customer on-site or remote. * Installing and configuring outlook. * Providing Help desk for software & hardware queries. * Analyzing system performance Identifying problems. * General maintenance of hardware & data wiring. * Installation, Configuration & Troubleshooting of servers, clients, LAN and WAN activities. * Installation, configuration and troubleshooting of windows 2003 server, Windows XP clients And various applications. * Installation of OS patches, updating the maintenance levels when required. * Adding new packages and applications when required by the developer.   Creating file systems.   * Working knowledge in Ghost software's. * Backup Management, Reporting and Recovery. * Virus Protection and Eradication. * Creating and managing Users, Groups and Computer accounts etc.   software skill   * Microsoft Office Suite. (Word, Excel, PowerPoint, etc...)   + Web Technologies : HTML   Hardware skill   * In-depth knowledge of repairing and assembling PC. * Knowledge of Windows XP, Windows 2003, Windows Vista, and Windows 7, 8. * Installation & Trouble shooting of Operating Systems, application software * Sound knowledge on HP, Dell, Compaq, Wipro, Acer, Sony PC’s and laptops. * Installation and Configure of different Peripherals such as Hard disk, Sound Card, Printers, Modems etc. * System Assembling and Dissembling * Software Installation (OS, Application Software and packages) * Up gradation of computers & Trouble shooting   Educational summary   * MCA (Master of Computer Application) –Pursing –Annamalai University * Bachelor In computer Application (BCA) – Annamalai University, India. Year 2011. * Diploma in Information Technology (DIT)–AnnaiVellankani Polytechnic,Panruti. India. Year 2006.   PERSONAL PROFILE  Name : Thinagaran  Gender : Male  Marital Status : Married  D.O.B : 27/07/1982  Languages Known : English, Tamil  Hobbies : Watching Cricket, Listening music, Playing Music, Reading Books  Declaration:  I hereby declare that all the particulars furnished above are correct & true to the best of my knowledge and belief  Thinagaran. |
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