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**Objective**

A highly skilled Assistant Manager with 10+ years of IT experience, seeking an opportunity with a positive outlook, problem solving skills and excellence in troubleshooting computer related issues, services.

**Key Skills**

* 10+ years of experience as Computer Engineer. 6+ years of experience in management level.
* Excellence knowledge in ERP softwares and troubleshooting (including Tally and others, their databases, backups).
* Proven record of driving excellent IT service(Installations of Operating Systems, applications, repair, assembling, maintenance).
* In depth knowledge of laptop, computer and printer troubleshooting, maintaining LAN, WLAN and Servers.
* Configuring applications in Mobiles(Emails, Outlook, IMAP, POP, Exchange)

**Professional Experience**

**Arya Omnitalk Wireless Solutions, Bangalore April 2013 – Jan 2015**

**Assistant Manager – IT (Sales and Customer Support)**

* Maintaining Server, Computers, Printers, Laptops, LAN and WLAN, CCTV.
* Increased sales with excellent customer service levels and developed good relationships with regular customers.
* Received best complements from customers for dealing with queries, complaints and feedbacks.
* Payment related follow-ups.
* Responsible for the achievement of the sales of team, target set by the company.
* Built and maintained the relationships with the customers and suppliers.
* Giving remote assistance for remote users.

**Muliya Keshava Bhat & Sons, Puttur Mar 2009- Mar 2013**

**Assistant Manager – IT (Sales and Customer Support)**

* Managing and motivating a team to increase sales
* Maintaining computers, Server, LAN and WLAN, CCTV.
* Overseeing recruitment and training of staff
* Keeping track of stock and ordering through computerized systems
* Organizing sales promotions and in-store events
* Dealing with queries, complaints and feedback from customers.
* Set up store displays
* Managed shelf stocking and pricing activities
* Handled inventory and stocks.

**Diya Systems Pvt. Ltd., Mangalore Jan 2007 - Mar 2009**

**Technical Engineer (Sales and Support)**

* Investigate and find quick resolutions to issues associated with laptop, computer, printer and website hosting.
* Selling the computer, laptop, printer, server items to customers.
* Achieved the monthly targets.
* Awarded best service provider for several months.

**Partek Computers and Software Solutions Pvt. Ltd., Mangalore**

**Computer Hardware and Software Engineer**  **Jun 2004 - Dec 2006**

* Responsible for configuration, installation and deployment of Servers and PC's
* Troubleshooting and installation of Windows XP/2000/Vista and 7, 8 Operating Systems.
* Troubleshooting, configuration and installation on laptops.
* Strong knowledge of N/W, troubleshooting LAN, TCP / IP stocks and their functionality.

**Educational Background**

* **2000 - 2001** SSLC, Sri Sathya Sai Loka Seva High School, Alike

 77.44% (First Class)

* **2002 - 2004** Diploma in Computer Science and Engineering

 Karnataka Polytechnic, Mangalore

 75.54% (Distinction)

**Final Assignment in DCSE**

**Student Information System:** Application is able to find student’s semester wise marks and attendance details by entering his/her registration number.

**Technical Skills**

* Operating Systems: Windows 2000, 2003, Windows 98, ME, XP, 7, 8, Windows Vista, Linux, MS DOS.
* Application software: Photoshop, Adobe Reader, Dreamweaver, Audition, Winrar, DVD Convertor, FTP, TeamViewer, Nero, Video and audio editing, Skype and other VOIPs.
* Office Package: Microsoft Word/Excel/ Access/PowerPoint/Outlook, FrontPage (2013).
* Assembling and reassembling of computer, peripherals and laptops. Computer / Laptop / Printers Hardware and Software Troubleshooting
* Website Designing, Hosting and Maintenance.
* Remote assistance for customers from remote location.
* Servers, PCs, Laptops, Printers, Databases, LAN and WLAN maintaining.
* Internet configuring, surfing, emails sending.
* Configuring Mobile and other devices for applications.

**Personal Details**

Place/Date of Birth : Kalladka,IN/ Sep 25, 1985

Marital Status : Single

Languages Known : English, Hindi, Kannada, and Tulu

VISA : Visit – expires on 10th Mar 2015