

**MARIAPPAN**

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**Seeking assignments in IT Infrastructure Management domain with a growth oriented organisation.**

**PROFESSIONAL SYNOPSIS**

* **4+ years of experienced** in computer hardware engineering with troubleshooting and

Repairing skills in desktop/laptop, printers, and computer peripherals. Hands-on experience in configuring and installing software. Knowledge of LAN/WLAN Technologies offering technical and practical guidance on how to prevent problems and prolong product longevity

* *Presently working with* ***Iyyan Computers–Chennai , India***
* Dedicated and results-oriented Computer Hardware & Operating system Technology professional with an extensive record of driving improvements in the performance of systems, personnel and organizations utilizing the communication and analytical skills.
* **Core competencies include:**

-Hardware assembly & configuration - OS & Software installation

- Data recovery - Antivirus configuration & installation

- Vendor Management. - troubleshooting laptops & server, desktop

Printer

* Adapt at mapping client’s requirements, custom designing solutions & troubleshooting for complex information systems management. In-depth knowledge and expertise in LAN / WAN, System Administration.
* Excellent communication, interpersonal skills with proven abilities in driving workforce towards accomplishing business and individual goals.
* Specialized in System/Network Admin & IT Infrastructure Management.

**EDUCATION QUALIFICATION**

* Bachelor Business Administration(BBA)
* Higher Secondary School(HSC)
* Secondary School Leaving Certificate (SSLC)

**TECHNICAL EXPERTISE**

Operating Systems : Windows XP/ Win7/Win8/Win10

Security Software : Kaspersky, eScan, K7, MacAfee end point protection

Hardware : HP /Lenovo/Acer/Dell

Back Up Software : Windows BACKUP & Restore

Networking : LAN, WLAN

Network Devices : Net gear, D-link, Zexel, modem& Switches

Technologies : TCP/IP, Ethernet, DHCP, DNS, SMTP, POP3,

Recovery software : EASEUS, STELLAR

**ORGANISATIONAL EXPERIENCE**

* **Oct 2012 – Nov 2016 Iyyan computer service, Chennai.**
  + - Designation Hardware support Engineer
* Installing and configuring all services in windows desktop, user profile creating and managing user accounts, organisation unit and recovering the deleted user objects.
* Complete Administration and Hardware, Networking of windows desktop, laptop and various troubleshooting. Conducted hardware architecture design and development per customer requirements, Maintained hardware design and acceptance documentation. Documented hardware development specifications and kept peripheral records.
* Tested computer system components assemblies and subsystems to ensure compliance with design requirements
* Designed hardware and components for CPU integrated circuits and microprocessors. Furnished technical support to sales and design departments as needed.
* Troubleshooting of leased lines problems & liasoining with ISP Vendor for the same. Installation of Servers, Desktops, laptops, Peripherals and Networking Products
* Installation, Commissioning and Maintenance of PC’s, Servers & other Network Equipment
* Network and system administration and PC / server Hardware trouble shooting & management
* New installation, setup & configuration for corporate clients, Structured Network Cabling and implementation of networks configuring, Monitoring and maintaining wifi routers and installation & configuration of LAN, Switches, Modem, Network Cards
* Managing and monitoring Kaspersky antivirus a administration server includes installing, updating and assigning AV, firewall, anti-spam and other policies according to the user groups. Monitoring and managing the device control, network protection and proactive threat protection system.
* Troubleshoot system and work with customer to determine needed hardware and software change. Remove malfunctioning hardware and installing new parts
* Providing computer repair services to small business and private customer
* Diagnosed software issues. Installed updates or new software, and removes malicious program.
* Responsible for installing and maintaining the shared Resources in various windows platforms in LAN & WAN Network
* Addressing queries regarding the Information System / Software & extending support to the clients including maintenance of hardware / software, Technical Support for maintenance repairs & upgrade of PCs, Laptops & Printers.

Agreement for incidents, service call and change activities

* Component level servicing of Mother Board, Printers and SMPS.
  + - Coordinating with vendors for hardware replacements and other issues.
    - Creating new accounts and privilege access as per requirements. Interacting with End user to understand the user issues and to obtain feedback on services offered
* Configured the mail client using MS-outlook
* Recovering data from crashed harddisk,MBR corrupted Lost and Deleted Partitions using recovery software’s like EASEUS, STELLAR

**PERSONAL DETAILS**

* Date of Birth : 09th may’1992
* Marital Status : Single
* Languages : English, Tamil
* Nationality : Indian
* Shift preferable : Not a problem
* Hobbies & Personal Interest : Playing Chess, cricket, badminton

## Declaration:

I consider myself familiar with IT aspects. I am also confident of my ability to work in a team. I hereby declare that the information furnished above is true to the best of my knowledge.

Date :

Place : (Mariappan)