Sanoop

[Sanoop.347374@2freemail.com](mailto:Sanoop.347374@2freemail.com)

**Objective:**

To obtain a challenging and responsible position where I can contribute my maximum effort to the successful growth of the organization utilizing my skills, hard work and further improved personal and professional skills.

**Strengths:**

Positive attitude, Confident, Sincere and dedicated.

# Professional Experience

**1.Organization** : **MAKVEN Capital**

**Designation** : **Networks and System Administrator**

**Duration** : February 2016 to till date.

**Job Profile:**

* Securing all the systems inside the office from Malware and make sure that all the system applications are working properly.
* Secures network by developing network access, monitoring, control, and evaluation; maintaining documentation

**2. Organization : Minacs Ltd (Previously Aditya Birla MINACS)**

**Designation : Sr. Associate (Apple Inc.)**

**Duration :** 32 Months from 26th April 2013 to December 2015

**Job Profile:**

* Attending international chats. Took remote access to resolve issues more effectively.
* Resolved issues of Apple customers located globally. Worked under pressure.

**3. Organization : Sutherland Global Services (P) Ltd (Cochin)**

**Designation : Technical Support Associate**

**Duration :** 4 months from 27th January 2010 to 28th April 2010.

And 4 months from 15th July 2011 to 28th October 2011.

**Job profile:**

* Attending international chats.
* Resolving issues of US customers, for their issues on anti-virus software.
* Handled issues of laptops, desktops, projectors, Tablets and servers.

**4.Organization** : TEK ElectromechanicalsPvt Ltd (PUNE)

**Designation**  : Trainee in Process Improvement Team

**Duration** **:** 6 Months (From 25th April 2009 to November 2009)

**Job Profile:**

* Maintaining direct relationship with all the other process members and team leaders within the company.
* Keeping the records of all manufactured goods, within the company.
* Troubleshooting the product’s accuracy, perfection and durability and giving solutions to improve it.

**Achievements**

* Winner of “champion of the month” in July 2013.
* Apple Certification for Sr. Customer Support Associate.

## IT skills

## Operating Systems : Ms-Dos, Win 98/2000/XP/Vista/Win7, Linux.

## Cisco Certified Network Associate (CCNA-802).

* Skills in setting VLAN, routing protocols (RIP V1 and V2, EIGRP, OSPF).
* Knowledge in TCP/IP, Telnet, ACL, VPN, DHCP, DNS.

# Academic Profile

# Bachelor of Engineering in Electronics and Communication from Anna University. 2007 pass out.

**Declaration**

I hereby declare that the above furnished details are true to my knowledge.