Jayakumar

IT - System Engineer / Networking

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# Profile

To secure a challenging job in Network Engineer / IT Technical Support / IT Administrator/ IT System Engineer where I can apply my skills and knowledge and contribute in the development and growth of the Company.

# Career Profile

Growth 1

2010-132+ Year Experience in the field of System Engineer/ Service in Cannan T&T from Sep 2010 to Mar 2013.

Growth 2

Presently

Presently Working Roll “ IT IS - IT Supporting Engineer ” in **SR SYSTEMS** from Apr 2014 to till Date.

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## Career Experience

* Installation and configuring Windows Desktops XP/vista/windows7 and Basic windows servers
* Implementing Security policies in Domain, managing shared folder.
* Configuration of system software.
* Implementing, Managing and Maintaining LAN and IP Addressing.
* Configuring POP3 and IMAP Mail Accounts in Outlook Express.
* In-depth knowledge of branded and non-branded PCs, and configuration of Laser Printers and peripherals.
* Demonstrated ability to provide user support by means of remote access tools like VNC, team viewer, windows net meeting.
* Troubleshooting the desktop and crashes and carrying out failure recovery.

## Professional Strengths

* + Good Communication and Interpersonal skills.
  + Observation, Creating and Planning Skills.
  + Fast learning, Committed and able to work under pressure.
  + Knowledge of Image design.
  + Good internship with Colleague.

## Certification

* + - * *Certified in ARCUS SOFTWARE TESTING*
        + *Manual Testing*

## Experience Details

### I: Cannan T&T–System Engineer

**Description**: Serves customers by providing service information; resolving service problems. Maintains customer’s records by updating account information. Resolves protector service problems by clarifying the customers complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution Recommends potential products or services to management by collecting customer information and analyzing customer needs.

##### Responsibilities:

* + Quality Focus, Problem Solving.
  + Resolving Conflict, Analyzing Information.
  + Finding the Best Solution.
  + Collecting Customers Feedback.

### II – SR SYSTEMS - IT Support/System Engineer

**Description:** Responsible for supporting Client Systems and printer wit helpdesk team. Ensuring that all hardware and software is configured and installed correctly. Maintain all functional documents and manage the efficient operation of all internal systems and Copier of Customer.

##### Responsibilities:

* Implementing and configuring the corporate LAN environment.
* Hardware and Microsoft support for the Client machines.
* Installation and configuration of network Printers.
* Outlook configurations and support.
* Troubleshooting Network, Hardware and Software issues.
* Troubleshooting of basic network devices like ADSL / DSL modem, Switches& data circuits
* Configuring static, dynamic IP address, subnet schemes

## Field of Known

* + HTML Design
  + Web Designing
  + knowledge of branded and non-branded PCs
  + Hardware Solutions

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## Education

* Completed BE(CSE) with 1st Class Grade from Odaiyappa College of Engineering and Technology, Theni in 2010.
* HSC from P.C.K.G Higher Sec. School, Chennai in 2006
* SSLC from G.C.Higher Sec. School, Chennai in 2004.

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## Linguistic Skills

Speak : English, Tamil & Malayalam.

Read/Write : English, Tamil & Malayalam.

## Personal Profile

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| --- | --- | --- |
| Date of Birth | : | 18-09-1987 |
| Gender | : | Male |

## Declaration

I affirm that the information given above is true and correct to the best of my knowledge.

**Place:**  Dubai

**Date: *JayaKumar***