**SHIVKUMAR**

(Technical Support & Maintenance Services)

Email: shivkumar.382087@2freemail.com

**OBJECTIVE**

To obtain a position of Technical Support with A tech where I can utilize my software, hardware and troubleshooting experience in order to provide the organization with a solid support system.

**Work EXPERIENCE**

**Currently Working in B.M. Ruia Mahila Mahavidyalaya**

Gamdevi, Grant Road, Mumbai – 400 007.

**Hitech Outsourcing Services**

3rd & 4th Floor, E-Block CSEZ, Kakkanad-Kochi.

• Working from May 2014 to March 2015.

**Technical Process Associate**

• Quality Checking

• Live Work Through RDP

• Process Training to the new recruiters

• Approving Pending Review Queues.

• Finding the errors committed by the Associates

• Handling customer calls if required

**Aryan Jr. College**

BMC Building, 4th Floor, Sion (E), Mumbai – 21.

• December 2010- March 2013.

**Desktop System Engineer**

* Provided functional and technical support, troubleshooting and diagnosing hardware and software problems, including desktop, laptop, LAN, and

remote systems.

• Maintenance, Troubleshooting of Desktop Pc’s, Laptops,

• Operating System Installation of Windows XP/VISTA and Windows7, 8,10.

**Plus InfoTech**

90 Feet Road, Shivneri Sangh, Sion (W), Mumbai – 17

• November 2007 – October 2010

**Desktop System Engineer**

Provided technical support, including identifying problem incidents with their subsequent resolutions. Supervised and performed installation of new IT network equipment and system software. Responsible for responding to customer calls on hardware issues

**ACC Pvt. Limited** Kalamboli, Panvel.

• March 2006 – June 2007.

• 1yr Experience as a Computer Operator, Navi Mumbai

• Invoice Section

**Key Skills**

* **Operating Systems**: MS Windows 98, XP, 2000, Windows 7, Windows 8, Windows 10 etc.

• **Tools**: MS Office, Internet, Adobe Photoshop, PageMaker, Corel Draw

• **Typing Skills**: English (40 WPM).

**STRENGTHS**

• Self-Motivated and Confident Person

• Decision making and problem solving

• Dedicated and Self Disciplined

• Creative, Enthusiastic and Versatile

• Hard work and loyalty add to my capabilities.

**ACHIEVEMENTS**

• Graded outstanding performer for several years.

• Stood among the top performers.

• Achieved and surpassed stipulated targets.

**EDUCATION QUALIFICATION**

• Bachelor of Computer Application.

**TECHNICAL QUALIFICATION**

•Master Diploma in Hardware and Networking Computer Peripherals.

•Diploma in Office Automation.

•Diploma in Desktop Publishing

**PERSONAL DETAILS**

• Name : **SHIVKUMAR**

• Gender : Male

• Date of Birth : 19th April 1983

• Marital Status : Married

• Languages Known : English, Malayalam, Tamil, Hindi & Marathi

• Hobbies : Surfing, Watching TV, Music, Playing Cricket & Driving