**Silambarasan**

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**IT SUPPORTPROFESSIONAL**

Project EngineerInfrastructureSupport

Locationpreferred:India& abroad

**CAREER OBJECTIVE**

To work hard with full dedication for the achievement of organization objective under satisfying job contact, hence enhancing my skill and knowledge and ready to learn new things.

**AREASOF EXPERTISE**

**TECHNICAL SUPPORT**

• OS installation Win XP, Win Server 2003, 2008, Win Vista, Windows 7

• Assembling, hardware up gradation troubleshooting, dual booting, upgrade & update the windows

• MS outlook configuration, Outlook backup & restore and troubleshooting, Disk Management, partitions

• Basic Networking, Map drive, Data sharing, TCP/IP Configuration, Internet Maintenance

• Remote desktop and Remote assistance, Wireless Networking, Networking in Domain environment

**NETWORKING SUPPORT**

• VNC Configuration and team viewer configuration, User Profiles Backup and Restore

• Basic Networking, peer to peer, Map drive, Data sharing  
• TCP/IP Configuration, Smooth running internet, Maintenance  
• Networking in Domain environment, & troubleshooting  
• Hardware Installation, Maintenance & trouble shooting  
• Cabling, patching, and LAN troubleshooting

**EMPLOYMENT DETAILS**

**APRIL 2018 To till September 2018 Desktop Support Engineer at Arvind InfoTech limited**

**Key Responsibilities**

* Troubleshooting network connectivity in a LAN/WAN environment. Identify and repair hardware and network connectivity issues
* Installation and maintenance of DELL, HCL, HP, Acer, Lenovo, IBM & MAC desktops
* Maintenance of all Desktops, Laptop & connectivity through LAN
* Install and configure windows outlook, file servers, email servers, and administrative systems
* Maintain of Microsoft Outlook, handling mailbox related problems
* Perform daily system monitoring, Identifying, diagnosing, and resolving the computer hardware and software in a mainframe system
* Responsibilities include analysis, installation, maintenance and modification of storage area networks and computing system

**Jan2016 To Mar 2018 RP Consultancy as Desktop Support Engineer atHCL (client Location)asIT Service & Support Engineer**

**Key Responsibilities**

* Independently handling of Cisco, BP, GSOC, GSK& ODC with 3 different location & remote sites controlling
* Provide technical support for end users Hardware, Software & Network issues of all PC & Servers
* Perform routine backup of Servers data & network configuration
* Managed emergency technical support for client end to end users, including system diagnostics and technical problem resolution
* Perform daily system monitoring, Identifying, diagnosing, and resolving the computer hardware and software in a mainframe system
* Responsibilities include analysis, installation, maintenance and modification of storage area networks and computing system
* Monitor the supported Network device such as switch, firewall, router and wireless access points
* Configure the default e-mail address for new user accounts, connect Exchange to the Internet Ensure timely resolution of problems regarding Hardware/Software/Networking issues to avoid any loss of business due to these problems
* Troubleshooting technical problems and implementing solutions.
* Coordinating with Internal IT team for any external support and managing internal IT team
* Resolved a history of problematic network failure by troubleshooting LAN/WAN connections between multiple stores for a regional retail chain
* Installation, configuration, Maintaining, troubleshooting Low End Routers
* Responsible to System & Network which includes the maintaining and implementing Hardware and Software
* Responsible for providing the desktop system administration and support to the network

**KeyResultAreas:**

* Worked towards theachievementoftheservice and support operationalobjectives of the group locatedacrossmultiple locations ina 7x24x365 environment

• Navigatedtheuseofcontrols,toolsandbestpracticesforthenetworksecuritydevicestoidentifyanomalouseventsandsecurityinfractionsthatmayexploit systemvulnerabilities therebyreducingtheir impact

• Accountablefor thesupport,installation, maintenance of:

1. Switches, routers
2. Client Applications Cisco VPN RSA Token Application Citrix,and Bluecoat
3. Cisco VCON and Cisco ACON

**TECHNICALPURVIEW(NETWORKDEVICES&APPLIANCES)**

• Cisco Any connect

• RAS Token

• air watch for BYOD

• Bluecoat

• Citrix VPN and cisco VPN

• Cisco VC

• Skype for Business

• Client Domain Applications

• McAfee DLP

• McAfee Antivirus

**TRAININGS ATTENDED**

• System Center Configuration Manager (SCCM)

• MacAfee Antivirus DLP Endpoint

• Citrix VPN & RSA Token Application

**EDUCATION**

• Secured inB.E (ELECTRONICS AND COMMUNICATION NENGINEERING) in Paavai College of Engineering with CGPA of 6.3% inthe year of 2015

* Secured in DIPLOMA in Venkateshvara Polytechnic College with 70% in the year of 2011.
* Secured in HSC in Gov Hr. Sec.School, Kuruvikkarambai with 64% in the year of 2009
* Secured in SSLC in Gov Hr.Sec.School, Kuruvikkarambai with 56% in the year of 2007

**Certifications**

• 200-120 CCNA Cisco Certified Network Associate

• Diploma in Hardware and Networking

• Certificate in Networking Administration