

PHOTO

**NAVANEETHAKUMAR**

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**JOB TITLE - IT SUPPORT**

Achievement-driven professional targeting assignments in **IT Support** with an organization of repute preferably in **IT and Telecom industries**

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| Profile Summary |

* Responsible for insta**l**lation and complaints of computer hardware, software and network components
* Providing telephonic support to customer in case of technical related Problems and resolving it.
* Conca**ll** with concern Noc teams and solve the issues
* Completed CCNA certification.

**Key Skills**

* Have a good technical network background and having Knowledge on Network security.
* In depth understanding in OSI Layers
* Installing approved Network and OS patches.
* Working knowledge of major networking & hardware components.
* VLAN, Inter VLAN, Trunk, VTP, Port Security, STP/RSTP.
* TCP/IP, UDP, ARP
* Outlook mail configuration,
* Configuration of Site to Site VPN
* Configuration of Vlans, L2 security, trunking of Cisco switches.
* Configuration of Cisco routers with different routing protocols.
* Good knowledge in Subnetting, NAT/PAT, IOS and device management.
* In hands experience on configuring Cisco and HP switches.
* IOS Backup, restore and password recovery.
* Filing and printing service.
* Remote office support.
* Knowledge of Group Policies and Scripting
* Window Server (2008, 2012) Server Administration

**Work Experience**

* Working as a Junior engineer InTataTeleservices Ltd Chennai from **May2013** To Dec2015
* Working as a data engineer in TataTeleservices Ltd Chennai from **Jan 2016** To Jan 2018
* Working as a data engineer in Bharati Airtel Ltd Chennai from **Feb2018 To Mar 2019**

**B.TECH.inINFORMATIONTECHNOLOGY,**2012(Aggregate:71.37%)LordJeganathColege.Of Engineering&Technology/AnnaUniversity,Chennai

**Education**

**HSC**,2008(Percentage:71.23%)

K.G.M.Hr.Sec.School,S.Kailasapuram

**SSLC**,2006(Percentage:82.00%)

K.G.M.Hr.Sec.School,S.Kailasapuram

**Professional Skills**

* Install and configure appropriate software and functions according to specifications
* Ensure security and privacy of networks and computer systems
* Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.)
* Given guidance to users on how to operate new software and computer equipment
* Maintain records/logs of repairs and fixes and maintenance schedule
* Resolve user raised tickets within SLA timeline
* Mail communication with Noc Teams and Management peoples.
* Weekly basis share installation and complaints report.
* Every month conduct Review meeting with JE and cluster Heads.
* PING,RFC,BERT,LOOP BACK tests find exact erors in media.
* LAN,WAN,ANTI VIRUS,ROUTER,SWITCH,FIREWALL,VPN
* IT helpdesk support

**Personal Details**

Date of Birth: 10-06-1991

Languages Known: English,Tamil,malayalam

Nationality: Indian