ADARSH BAIJU

NETWORK ENGINEER

CAREER SUMMARY

Experienced Desktop Support Engineer and Laptop Technician skilled in diagnosing and resolving hardware and software issues. Expert in providing effective technical support, ensuring minimal downtime and high productivity. Proficient in system installation, configuration, and upgrades. Strong problem-solving skills with a solid understanding of operating systems, networking and security. Known for delivering excellent customer service and maintaining high user satisfaction. Dedicated to staying updated with technology and continuously improving skills. Seeking to leverage expertise in a dynamic role to contribute to an organization's success and enhance its technical support capabilities.

PERSONAL DETAILS

Mobile No	+91 9656824156
Email Id	adarshbaiju279@gmail.com
Address	Mankuzhiyil House Vaikaprayar Vaikom, Kottayam
Nationality	Indian
D.O. B	09/ 08/1999
Gender	male
Marital Status	Single
Passport No	W0889297
Date of Issue	24/05/2022
Date of Expiry	23/05/2032

LANGUAGES KNOWN

- ❖ English
- ❖ Malayalam
- ❖ Tamil

KEY SKILLS

- ❖ Technical Support
- ❖ Laptop Repair
- ❖ Team Management
- ❖ Help Desk Support
- ❖ Hardware Replacement
- ❖ Customer Support
- ❖ Troubleshooting
- ❖ Laptop Maintenance
- ❖ Communication
- ❖ IT Security
- ❖ Hardware Diagnostics
- ❖ Analytical skill

EXPERIENCE

DESKTOP SUPPORT ENGINEER | 30/5/2022 to 30/4/2024
PETRA INFOSERV PVT. LTD ACER, KADAVANTHRA

KEY RESPONSIBILITIES

- Provide technical support and troubleshooting for desktop hardware and software issues, including operating systems, applications, and peripherals.
- Diagnose and resolve technical issues remotely or on-site, ensuring minimal disruption to users.
- Install, configure, and maintain desktop computers, printers, and other peripherals, ensuring they are properly set up and functioning.
- Assist users with system setup, software installations, and configuration of user accounts and permissions.
- Manage and apply software updates, patches, and upgrades to ensure systems are up-to-date and secure.
- Troubleshoot and resolve network connectivity issues, including wired and wireless connections, to ensure seamless access to resources.
- Perform hardware repairs and replacements as needed, including diagnosing and fixing hardware failures.
- Maintain accurate records of support requests, resolutions, and system configurations. Document troubleshooting steps and solutions for future reference.
- Ensure that desktop systems adhere to company security policies and best practices, including antivirus software, firewalls, and data protection measure

LAPTOP TECHNICIAN | 30/5/2022 - 30/4/2024
PETRA INFOSERV PVT. LTD ACER, KADAVANTHRA

KEY RESPONSIBILITIES

- Identify and diagnose hardware and software problems in laptops, including issues with the operating system, software applications, and physical components.
- Carry out necessary repairs or replacements of faulty hardware components such as hard drives, motherboards, keyboards, and screens.
- Upgrade hardware components or software as needed, such as adding more RAM, upgrading storage, or installing new operating systems.
- Install, configure, and update operating systems, drivers, and software applications.
- Provide troubleshooting support for software and hardware issues, including resolving conflicts, errors, and system crashes.
- Perform regular maintenance tasks such as cleaning the internal components, checking for malware, and optimizing system performance.
- Conduct tests to ensure that repaired or upgraded laptops are functioning correctly and meet performance standards.
- Offer technical support and advice to customers regarding laptop issues, repair status, and best practices for laptop care.

COMPUTER SKILLS

- ❖ MS Office
- ❖ CCNA Certified
- ❖ Switching and Routing
- ❖ Hardware Configuration
- ❖ Laptop and Desktop Maintenance
- ❖ Hardware and Networking
- ❖ Desktop Assembling
- ❖ A+, N+

HOBBIES

- ❖ Music
- ❖ Flower crafting

CERTIFICATIONS

- ❖ Cisco Certified Network Associate

ACADEMIC CREDENTIALS

2021	**NETWORK ENGINEERING** Synnefo Solutions, Kochi
2020	**B COM (FINANCE & TAXATION)** ST. Xavier's college Vaikom, Mahatma Gandhi University Kottayam, Kerala
2017	**HIGHER SECONDARY** Govt. VHSS Peruva, Board of Vocational Higher Secondary Education, Kerala
2015	**SSLC** Govt. HSS Peruva, Kerala Board of General Education

DECLARATION

Hereby declare that all the details mentioned above are in accordance with the true and fact as per the knowledge.

ADARSH BAIJU