

Muthupandi M

E-mail: mpandi07@gmail.com

Mobile: +91 - 9182117402;

Objective

To associate myself with an organization, that provides me an opportunity to express my ideas, improve my knowledge and to be a part of the team that works dynamically towards the growth of organization and self.

Professional Summary

- ✓ 7+ years of experience in System, Printer software/hardware configuring/installation.
- ✓ Expertise in Ethernet, LAN/WAN, Windows 98/NT/2000/XP systems and workstation optimization.
- ✓ Have experience in network Configuring and troubleshooting, Software installation, Hardware assembling and troubleshooting, high level printer configuring and troubleshooting.
- ✓ Done Gladius Video Management Software Components and network camera add in server.
- ✓ Worked in CCTV Network Camera configure and Troubleshooting.
- ✓ Reputation for dedicated problem solving skills, team-work and commitment to customer service.

Organization Summary

Role: CIJ Printer Sales& Service Engineer

From OCT-2022 to Nov 2023 With Dshaz Enterprises private ltd Chennai

Designation:Area Manager

Duration:1 years

Role: CIJ Printer Sales& Service Engineer

From OCT-2020 to sep 2022 With Valiant Codemarkz private ltd Chennai

Designation:Senor Engineer

Duration:2 years

Role: CIJ Printer Sales& Service Engineer

From Jan-2018 to sep 2020 With SD Technologies Private Ltd Chennai

Designation:Service Engineer

Duration:2 years

Role: Lead Engineer

From February'2014 to T0 dec2017 with Ensure Support ServicesIndia Ltd, Yerraguntla, AndhraPradesh.

Designation: Customer Support Engineer

Duration: 4+yrs.

Role:System Engineer

From September'2011 to January'2014 with Value Point System Pvt Ltd, Chennai.

Designation: System Engineer

Duration: 2yrs. and 4 months

Role: Teammember

From July'2008 to Jun'2009 with Apex Knowledge Technology, Chennai.

Designation: Operation Engineer

Duration: 1yr.

Education

Diploma in Computer Engineering from Central Polytechnic College, Chennai - 113.

Technical Skills

- | | |
|-------------------------|--|
| ✓ CIJ Printer | :Sales And Service |
| ✓ Operating System | : Windows Server 2012R2, XP, 7, 8, 2008, 2000, 2003, Unix, Linux |
| ✓ Printer | : Epson, Lipi Dot Matrix, HP Richo, Kyocera |
| ✓ Database | : Oracle, SQL Server, SQL |
| ✓ Programming languages | : C, C++ |
| ✓ Others: | : Network Camera Configuration server wise updates. |

Networking and Hardware Skills

Networking:

- ✓ Troubleshooting the Network related problems.
- ✓ Installation & configuration of Hub, Switch and Modem.
- ✓ LAN Technologies (Bus, Star and Ring)
- ✓ System Trouble shooting from Remote Desktop, Remote Assistance.
- ✓ Cabling & Crimping UTP cables (cat5e & cat6).
- ✓ Setting of small & medium sized networks with bus & star topology.
- ✓ TCP/IP services, IP addressing.
- ✓ Basic Knowledge in (ADS, DNS, DHCP,IIS & CLOUD COMPUTING, CITRIXENAPP)

Hardware:

- ✓ Installing, Managing and Troubleshooting Win XP, Win 7, Win 8 Operating Systems.
- ✓ Troubleshooting the Problems arise with the hardware peripherals.
- ✓ Troubleshooting the Printer related problems.
- ✓ Outlook configuration and Troubleshooting.
- ✓ Internet Installation, Configuration and Troubleshooting.
- ✓ System Assembling and Troubleshooting.
- ✓ All type of Microsoft OS Driver, Software installation.

Project Details

DSHAZ Enterprises Private Ltd Chennai**OCT 2022 –NOV2023**

- ✓ CIJ Printe Sales Service(Domino,Videojet,willet,Hitachi,Controlprint)
- ✓ Domino printer Spare Wise Service And Troubleshooting
- ✓ Videojet printer Spare Wise Service And Troubleshooting
- ✓ willet,Hitachi,Controlprint Spare Wise Service And Troubleshooting

Valiant Codemarkz Private Ltd Chennai**OCT 2020 –SEP2022**

- ✓ CIJ Printe Sales Service(Domino,Videojet,willet,Hitachi,Controlprint)
- ✓ Domino printer Spare Wise Service And Troubleshooting
- ✓ Videojet printer Spare Wise Service And Troubleshooting
- ✓ willet,Hitachi,Controlprint Spare Wise Service And Troubleshooting

SD Technologies Private Ltd Chennai**Jan-2018 –Sep2020**

- ✓ CIJ Printe Sales Service(Domino,Videojet,willet,Hitachi,Controlprint)
- ✓ Domino printer Spare Wise Service And Troubleshooting
- ✓ Videojet printer Spare Wise Service And Troubleshooting
- ✓ willet,Hitachi,Controlprint Spare Wise Service And Troubleshooting

Ensure Support Services Ltd, Yerraguntla, India

(Feb2014 -Dec2017)

Customer Support Engineer

- Assigning tickets to team members and helping them to resolving issues.
- Recreate customer issues in the lab, identify root cause of the problem and provide resolution to customers.
- Network camera daily check in recording in gladius server wise report generate
- Network camera configuration & Troubleshooting (Axis camera Axis P1344, Q6302E, P3364)
- Computer networking, Internet configuration, Remote assistance, Remote desktop.
- Proficient in windows-based environments, Internet and MS Office application.
- Outlook configuration & Trouble shooting.
- Providing desktopcomputer /Laptop software and hardware support, configuration, repair, maintenance and installation.
- Responsible for the installation, configuration of LAN which involves configuration of L2/L3 devices at the SOHO client sites.
- Performed Installation of Operating System, Application software, troubleshooting hardware and software related problems in computers.

Value point System Pvt Ltd, Chennai, India

(Sep2011-Jan2014)

System Engineer

- Performed Installation of Operating System, Application software, troubleshooting hardware and software related problems in computers.
- Taking Users calls to sort out doubts & clarification on daily basis.
- Dot matrix Printer configuration, Service & troubleshooting.
- Outlook configuration & Trouble shooting.

Apex Knowledge Technology, Chennai, India

(Jul2008-Jun2009)

Engineer

Learned more about how Apex Engineering Solution can help in delivering productivity gains to wireless/wired and cable operations, including the following services:

- Land base Conversion.
- GIS & Engineering Data.
- Records Conversion.
- Data Purification.
- Work Order Posting.

Interpersonal Skills

- Self-paced learner, capable to learn new technology as per the requirements and criteria using books and Internet as guidance.
- Ability to work under pressure and under self-supervision plan.
- Self-motivated, energetic and can work in a multi-tasking environment.
- Effective listener and persuasive communicator.

Personal Details

Name	Muthupandi M
Permanent Address	No: 102 Main Road, Ammachiapuram Theni -625531.
Date of Birth	August27, 1987
Nationality	Indian
Sex	Male
Marital Status	Married
Language Known	English, Tamil
Passport No	H1226037

(Muthupandi M)