**R.JAWAHAR**

Email: [fuhrerjawahar7@gmail.com](mailto:fuhrerjawahar7@gmail.com)

Contact no: +91-9514175448

**OBJECTIVE**

To pursue a career as a good Engineer in a competitive environment, where I can learn and utilize my skills to the maximum for the growth of my organization.

**WORK EXPERIENCE**

Currently working in **Vodafone Global Shared Services** , from Mar’17 as **Technical support Engineer,** payroll through Magna Infotech Pvt Ltd**.**

**ROLES & RESPONSIBILITY AT Vodafone.**

* Taking client calls to sort out doubts & clarification on client issues, First level support / troubleshooting over voice.
* Providing application support for global service
* System Trouble shooting from Remote Desktop, Remote Assistance &Net meeting.

Previously worked in **Hindustan Unilever Research Centre**, from Dec’16 to Feb’17 as **Desktop support Engineer,** payroll through FIDELIS CORPORATE SOLUTIONS PVT LTD**.**

**ROLES & RESPONSIBILITY AT HUL R&D**

**Available at Business Support Centre for components like Walk-up & Walk-about services:**

* Walk- up: To support incidents, queries and laptop installation.
* Walk-about: Devices that cannot be taken to the BSC (Desktop, Monitor, Docking Station, Desktop Installs, Moves, Adds, Changes – these are handled via the standard BAU SRMS process.
* Daily log, Ticket logging (BMC remedy, SRMS) and Asset management are also part of it.

Worked in, **TV Sundram Iyengar & Sons Private Limited** from June 2016 to Nov 2016 as **System Engineer**, payroll through PRECISION INFO MATRIC PVT LTD.

**ROLES & RESPONSIBILITY AT TVS & SONS**

* Coordination with vendor, Location Engineer and Client for Link problems.
* Configuring network devices like Routers and Switches
* Installation & Maintenance of communication peripherals like printer and scanner.
* Installing and configuration WIN Server(ADS,DHCP,FTP)
* System Assembling and Troubleshooting.
* All types of Operating Systems Installation.(Windows XP and Win7 & Win8)

Reference: Hariharan,J | Sr. Network Engineer Contact no.8754588230.

Worked as **SYSTEM ENGINEER**, from May 2015 to May 2016 at **SYSCO INFOTECH**, Chennai.

**ROLES & RESPONSIBILITY AT SYSCO INFOTECH**

* Providing OS maintenance, management, customization and trouble shooting.
* Providing software and hardware support (SMPS, RAM, CPU &Mother Board)
* Desktop computer configuration, repair, maintenance, installation Support.
* Computer networking, Files &Folder sharing, Internet configuration, Remote assistance, Remote desktop, Offline file Sharing.
* Proficient in windows-based environments, Internet and MSOffice application.
* AMC support by Providing software and hardware for client.

Reference: Karthi,S | Team lead Contact no.7299986680.

**TECHNICAL SKILLS**

* Experience on handling routers and switches.
* Troubleshooting the Network related problems.
* Knowledge in LAN and WAN Technologies
* Experience in real-time desktop support.

**ACADEMIC PROFILE**

|  |  |  |  |
| --- | --- | --- | --- |
| **COURSE** | **INSTITUTION** | **YEAR OF PASSING** | **MARKS**  **(%)** |
| **B.E – ECE** | Jerusalem College of Engineering,  Anna university, Chennai | 2014 | 70.5 |
| **XII- Standard** | Sri Vidya Mandir Mat Hr Sec School,  Uthangarai. | 2010 | 90.9 |
| **X- Standard** | S.R.G.D.S Mat Hr Sec School,  Thiruvannamalai | 2008 | 86.2 |

**CO-CURRICULAR ACTIVITIES**

1. **Certificate Course**

|  |  |  |
| --- | --- | --- |
| **Organization** | **Course** | **Duration** |
| RJP INFOTEK PVT LTD | **DIPLOMA IN LAN & WAN TECHNOLOGIES** | 12 Feb 16 – 8 Apr 16 |
| VNS AUTOMATION SOLUTIONS PVT LTD | **ADVANCED DIPLOMA IN EMBEDDED SYSTEMS** | 1. Jun 13 – 13 Aug 13 |

1. **In plant training**

|  |  |  |
| --- | --- | --- |
| **Organization** | **Training Description** | **Duration** |
| HCL Career Development Centre | Observed study on **Networking, Cloud computing and Embedded systems** | 29 Jun 12 – 1 July 12 |
| BSNL – RGM Telecom Training Centre | Observed Switching principles GSM, CDMA, Broadband and fiber optics. | 30 Jan 12 |

**PERSONAL SKILLS**

* Patient and polite
* Adaptive to environment
* Hard working

**PERSONAL DETAILS**

**NAME :**R.JAWAHAR

**DOB :**07.05.1993

**FATHER’S NAME**  **:**T.RAMANUJAM

**MOTHER’S NAME :**R.SANTHI

**NATIONALITY :**INDIAN

**ADDRESS**  **:**No.19 Bharathi street,

Polur road, Manthoppu, Thiruvannamalai.

**HOBBIES** **:**Gardening , Listening music, puzzles solving

**LANGUAGES KNOWN :**Tamil(R/W/S), English(R/W/S), Hindi(R/W)

**DECLARATION**

I do here by declare that the above furnished details are genuine to the best of my knowledge.

Place: Bangalore yours sincerely,

Date:

(R.JAWAHAR)