Jeeva R

Greater Chennai Area

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Summary

IT Support Specialist with over 3+ years of IT Support Technician experience as a Freelancer and I am currently employed as a full-time employee in a reputed company.

Having a basic knowledge of various AWS Cloud Services like EC2, S3, IAM, Route 53, and VPC.

I am currently responsible for providing all IT support such as troubleshooting, Level 1 support via phone/email/ Slack & portal to user queries regarding User's Desktop setups. My previous position made me skilled in providing end-user help desk support and I can remain calm in difficult situations.

Having knowledge of Linux Servers (EC2), and maintaining G-Suite admin Activities.

Tools: MobaXterm, Putty, WinSCP, FileZilla, VMware Horizon Client, S3 Browser Checkpoint Vpn Client.

Experience

IT Support Specialist

Vectra Automation, Inc.

Apr 2022 - Present (8 months +)

1. Provide Level 1 support via phone/email/Slack & portal to user queries regarding User's Desktop setups.
2. Installation and Volume Licensing of Big software like Solidworks, Catia v5, Inventor, AutoDesk, Siemens NX.
3. Managing AWS Services like EC2 ,S3,IAM,EBS Volume.
4. AWS server maintenance. Manage AWS HUB (ec2 instance) file system.
5. Manage and maintain G-Suite admin Activities.
6. Basic Office365 experience, such as checking user access provisioning, performing mail trace, etc.
7. Monitor and support client PC accessibility (VPN or Anydesk) and ensure that they are always online.
8. knowledge of WinSCP and Configuration of a custom FTP server for data upload and download.
9. Coordinate with vendors to resolve vendor-specific issues.
10. Performing and Monitoring Remote Servers backup.
11. Endpoint Security, Firewall & Security devices management.
12. Provide on-site and remote support to local and international users (on demand).
13. Working knowledge of Windows Registry and ways to add/remove registry.
14. Take remediation actions in response to errors, problems, service requests and incidents.

IT Hardware and Network Engineer

Self Employed

Dec 2017 - Present (5 years +)

1. Installation of the operating system (OS) and Driver updates.
2. Troubleshooting hardware and software issues.
3. Unlocking and Flashing of all mobile phones.
4. Hands-on experience with Windows/Linux/Mac OS environments.
5. ISP Routers and Switches Configuration.
6. Installation, configuration, and troubleshooting of LAN.

7. Installing anti-virus software and removing viruses.
8. Network Administration: Static IP and DHCP Configuration.
9. Windows OS, Installation, Formatting, Partitioning, Configuration, and Troubleshooting.
10. Maintenance of CCTV cameras, unmanaged switches, and routers provided by the ISP.
11. Setting up and sharing network printers.
12. Troubleshooting and resolving client system issues.

Education

Kings Engineering College
Bachelor of Engineering - BE, Computer science Engineering
Aug 2017 - Aug 2021

Arignar Anna Government Higher Secondary School
Higher Secondary School Certificate, Computer Science
Jun 2015 - May 2017

Sri Saraswathi Vidhya Mandir Matriculation School
Secondary School Leaving Certificate
Jun 2014 - May 2015

Licenses & Certifications

IT Fundamentals & Computer Networking - Udemy

Fundamentals of IT Helpdesk - Freshservice

Linux Tutorial - Great Learning

AWS Certified Solutions Architect - Associate (SAA-C02) - LinkedIn

Google Workspace Administration - LinkedIn

Skills

Amazon EC2 • IT Management • Software Licensing • Cloud Computing • Linux • Troubleshooting •
Windows • Symantec Backup • Virtual Private Network (VPN) • Technical Support