

Jeeva R



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<https://jeevasmart.github.io>

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 basic knowledge of various AWS Cloud Services like EC2, S3, IAM.

I am currently responsible for providing all IT support such as troubleshooting, Remote Servers backup, Volume Licensing of software, maintaining G-Suite admin Activities, Endpoint Security, and Firewall. 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), Hyper-V, Microsoft 365, G-Suite, Endpoint Security, and Firewall.

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

Experience



Information Technology Support Assistant

Vectra Automation, Inc.

Apr 2022 - Present (7 months +)

1. Coordinate with client IT support for Auto2D deployment and maintenance.
2. Installation and Volume Licensing of Big software like Solidworks, Catia v5, Inventor, Siemens NX.
3. Managing AWS Services like EC2, S3, IAM, and 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 (acronis true image backup).
11. Endpoint Security, Firewall & Security devices management(Symantec and McAfee).
12. Managing company's Software licenses.
13. Working knowledge of Windows Registry and ways to add/remove registry.
14. Having knowledge in active directory, DNS, and DHCP.



IT Hardware and Network Engineer

Self Employed

Dec 2017 - Present (4 years 11 months +)

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



Computer Skills And Fundamentals - Udemy

UC-4499db11-8f3e-4ec7-9c34-d55f293fab54



Linux Tutorial - Great Learning



Google Workspace (G Suite) - Udemy



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



Google Workspace Administration - LinkedIn

Skills

Vendor Management • IT Management • Endpoint Security • Software Licensing • Windows 10 •
Microsoft Office • Backup & Recovery Systems • Amazon S3 • Firewall Management • Windows Server