

Jeeva R

Greater Chennai Area



jeevasmart82@gmail.com



7200712356



[linkedin.com/in/jeevasmart82](https://www.linkedin.com/in/jeevasmart82)



<http://jeevasmart.s3-website.ap-south-1.amazonaws.com>

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, Load Balancing, Cloud Watch, IAM, Route 53, and VPC.

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. 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, G-Suite, Endpoint Security.

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

Experience



Information Technology Support Assistant

Vectra Automation, Inc.

Apr 2022 - Present (4 months +)

1. IT support for Auto2D deployment and maintenance and provide technical support.
2. Installation and Licensing of software like Solidworks, Catia v5, Inventor, AutoDesk, Siemens NX.
3. Managing AWS Services like EC2, S3, and EBS Volume.
4. AWS server maintenance. (Windows).
5. Manage and maintain G-Suite admin Activities.
6. Basic Office365 experience, such as checking user access provisioning.
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, & Security devices management.
12. Managing company's Software licenses.
13. Working knowledge of Windows Registry and ways to add/remove registry.



IT Hardware and Network Engineer

Self Employed

Dec 2017 - Oct 2021 (3 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



Computer Skills And Fundamentals - Udemy



Linux Tutorial - Great Learning



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



Google Workspace Administration - LinkedIn

Skills

Software Licensing • Windows 10 • Microsoft Office • Backup & Recovery Systems • Amazon S3 • Amazon EC2 • System Deployment • Troubleshooting • Vendor Management • Linux