

MATHAN R

Technical Support Engineer

CONTACT

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Location : Chennai
Profile : [Linked-in](#)

EDUCATION

EXCEL ENGINEERING COLLEGE
B.TECH (Information Technology), CGPA: 7.54

Komarapalayam, India
Aug 2017– Sep 2021

Govt.boys.Hr.Sec.School
State Board of HSC and SSLC, 10-th: 76%, 12-th: 73%

Tiruchengode, India
Mar 2015– Mar 2017

SKILLS SUMMARY

- **Frameworks :** Troubleshooting, Configuration, Network, Desktop, installation, ITIL management, ITSM
- **Tools :** Global IT Help desk, Application, Service and Incident management, Remote support Ticketing Tool, SLA, Zoho-desk, Freshdesk, Zoho-remote, Active Directory
- **Platforms :** Windows-(8,10,11), IT Helpdesk, Networking, Desktop, Laptop, Customer, Application
- **Software :** MS (Office, O365, Outlook, Access), S1-Agent, +360 total security, Forti-client
- **Soft Skills :** Problem solving, Active listening, Teamwork, Management, Conflict resolution

WORK EXPERIENCE

Technical Support Engineer (Global IT Helpdesk) NETWORKEX, Chennai – present **Jan 2024 – Mar 2025**

- We use this support from (INFRA,TAS) applications.
- provided technical support in web servers, remote access, networking and other internal operational tasks.
- Troubleshoot and resolve network issues related to the environment.
- Provide timely and effective resolution to technical issue and inquiries.
- Escalate an incident or troubleshoot tickets according to the company escalation processes.
- Ensure customer service level agreements are met or exceeded.
- To participate in an on call first line support services to users.
- (TAS) application relevant documents, including contracts and certificate are uploaded and stored securely.
- The application integrates various technologies to capture and manage employee data for attendance tracking.
- Ensure proper setup and connectivity of peripherals such as mapping, application and devices.

PROJECTS

1. TITLE: INFRA, Technologies Used: IT Infrastructure, Servers, Networks, Cloud

- Infrastructure Support Project is to ensure the stability, security, and performance of IT infrastructure, including servers, networks, storage, and cloud environments.
- Involves proactive monitoring, incident resolution, and performance optimization to minimize downtime.
- **Key responsibilities:** Service and Incident Management, Security & Compliance, Virtualization support.

2. TITLE: TAS Application, Technologies Used: Facial Recognition and Fingerprint Scan , ID card punch

Device: ZK-Teco

- TAS Application is designed to streamline employee enrollment and attendance management.
- Application collects and store employee details such as personal information, job role, shift timing.
- It automates the process of tracking employee work hours , leaves and shifts, utilizing various technologies for efficiency , accuracy and compliance.
- **Key responsibilities:** Configured and maintain devices for optimal performance, providing technical support to resolve the promptly.

CERTIFICATES

- "Network Layers and Devices" –Mindluster
- "CCNA –Security and CCNP" –Mindluster
- "Python of power-Bi" – Mindluster
- "Oracle SQL and MERN stack" –Mindluster
- "Cybersecurity" –Mindluster
- "Mobile web development" –Mindluster
- "HTML,CSS and Java-script" –Mindluster
- "Website UI/UX designing" –Simplilearn

WORKSHOP PARTICIPATE

- "Domain Based Chip-Level Technology", (Salem Engineering College)
- "IOT and Machine Learning using (Raspberry Pi-Kit)", (Pantech, Excel Engineering College)
- "Office Automation and Web Designing", (K.S. Rangasamy College Of Arts and Science)