

Maghalingam C

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Address:35,Mukkannar Street,Kumbakonam.

Objective

To be a part of Organization that provides an atmosphere of mutual growth and benefits where I can show my talent and potential.

Education

BSC-CS| Swami Dayananda College of Arts and Science.

12th| Vidhyaa Vikas Boys Higher Secondary School.

10th| C.P.Vidhya Mandir Matric Higher Secondary School.

Certification

Received Certificates for attending the Personality Development Campat SWAMI SIDHANANDHA ASHRAMAM in Chennai.

NSS Volunteer-Actively participated in volunteering to social activities.

Experience

Technical Support Engineer | EMAZEL TECH PRIVATE LIMITED

(Coronis Ajuba).(01/01/2025-till date)

Technical Support Engineer | RAMONE IT PRIVATE LIMITED (Coronis Ajuba).

(14/05/2024-31/12/2024)

Relationship Officer | QUESS CORP LIMITED (Axis Bank Limited). (07/2023-02/2024)

Relationship Manager | PIRAMAL FINANCE SALES AND SERVICE PRIVATE LIMITED. (08/2022-07/2023)

Roles and responsibilities

- Work experience in ticketing tool which is touch and it's a Ajuba internal ticketing tool
- Experience in providing technical support for hardware and software issues
- Generated daily and weekly reports to monitor ticket status and ensure timely resolution of issues
- Coordinate with other teams(Server,Network and software)to resolve the issue

- Handle customer support calls and created detailed tickets to track and resolve issues
- Responding to customer queries and ticket analysis
- Perform remote troubleshooting
- Assists with in stallation of computer software and operating system updates
- Intermediate knowledge of asset management systems and floor inventory
- Respond to network connectivity issues and resolve Any communication issues
- Having experience in Active directory
- Configure VPN for work from home users

Technical Skills

- Desktop support service OS installation,0365 outlook configuration & trouble shooting
- Troubleshooting of outlook issues
- Troubleshooting citrix Workspace and Installation
- Installation and configure AWS for work from home users
- Installation and configure AVD
- Install and configure VPN for work from home users
- Experience in Active Directory for unlock the user ID and password
- Providing remote assistance support for WFH users
- Troubleshooting hardware and network problems
- Install and maintain equipment and software
- Proficient with Desktop Support Skills.
- Asset maintain as per the SOP
- Respond to network connectivity issues and resolve any communication issues
- User Profile backup and restore

Tools Used

- TICKETING TOOL – ITSM portal
- ASSET MANAGEMENT – Assetify
- ANTI VIRUS – Windows defender
- OS – Windows/Igel

Declaration

I hereby declare that all the statements made above are true and complete to the best of my knowledge and belief and nothing has been concealed / distorted.

Date:

Time:

MaghalingamC

