

# PURUSHOTHAMAN

Villupuram, TN | 9698355713 | [purushothaman.arm@gmail.com](mailto:purushothaman.arm@gmail.com) | [LinkedIn](#)

## Professional Summary

Motivated IT Support and Networking Engineer with 2+ years of experience in system administration, LAN/WAN setup, and troubleshooting. Completed a 6-month CCNA internship with practical exposure to router, switch, and VLAN configuration. Skilled in IT operations, security systems, and multi-branch user support.

## Skills

**Networking:** VLANs, Subnetting, ACLs, Routing Protocols (RIP, OSPF), Port Security, DHCP, DNS, SSH.

**IT Support:** Windows OS Installation, System Assembly, Hardware & Printer Setup, Wi-Fi & Access Point Configuration, ISP Troubleshooting.

**System Administration:** Active Directory, Group Policy, Server Backups, Endpoint Security (Seqrite).

**Security & Surveillance:** CCTV (NVR/DVR), Biometric Access Control (ESSL), Intercom & Access Systems, Basic Firewall Management.

**Tools & Software:** MS Office (Excel, Word), ERP (Fourth Dimension).

**Soft Skills:** Problem Solving, Team Collaboration, Adaptability, Communication, User Support.

## Experience

### System Support Engineer – Inspace Technologies, Chennai - Apr 2025 – Present

- Manage IT operations for **9 branch offices**, supporting over **150+ employees**, ensuring **99% uptime**.
- Configured and maintained **5 network switches**, **7 Wi-Fi access points**, and **100+ PCs**.
- Installed and supported Windows OS, Adobe and Seqrite Endpoint Security across all branches.
- Created and managed Active Directory (AD) user accounts, Group Policies, and Debian server backups.
- Resolved network, printer, and endpoint issues—reducing helpdesk requests by **20%**.
- Improved overall network response time by **15%** by optimizing switch configurations and Wi-Fi placement.
- Monitored ISP bandwidth usage and optimized allocation to prevent downtime.
- Coordinated with vendors for repairs, procurement, and warranty tracking.
- Documented network configurations and system procedures for internal IT audits.

### Network Rhinos - CCNA Internship, Chennai - Sep 2024 – Feb 2025

- Configured Cisco routers and switches (Catalyst 2960 & 2901) in lab environments for **20+** topology scenarios.
- Implemented **VLANs**, **STP**, **EtherChannel**, and **Inter-VLAN** routing to simulate enterprise environments.
- Configured Static, **OSPF**, and **BGP** routing; tested **NAT**, **PAT**, **ACLs**, and **DHCP** for connectivity performance.
- Troubleshoot network issues using ping, traceroute, and interface monitoring — achieving **95%** lab uptime.
- Explored advanced topics like **MPLS**, **L3VPN**, and **VRF** to deepen understanding of real-world network segmentation.

### IT Support Engineer (Contract) - VGP Golden Beach Resort, Chennai - May 2023 – May 2024

- Provided IT support for **50+ systems** across departments, ensuring uninterrupted daily operations.
- Installed and configured **7+ Wi-Fi** access points, routers, and switches, improving network coverage.
- Maintained and troubleshoot **30+ CCTV** cameras, biometric devices, and billing PCs, achieving **98%** uptime.
- Supported ERP (Fourth Dimension) and **POS** billing systems, helping reduce technical downtime by **15%**.
- Conducted daily system health checks and provided user support to front office and operations teams.

## Education

B.Sc. Computer Science – Thiruvalluvar University (2017 – 2020)

## Languages

Tamil (Native), English (Proficient)

## Certifications

CCNA – Course Completion (Network Rhinos, 2024)