

PURUSHOTHAMAN

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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)