

PURUSHOTHAMAN

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Professional Summary

IT Support and Networking Professional with 1.5 years of experience managing IT infrastructure, user accounts, and endpoint security. Proficient in Windows Server, Active Directory, Group Policy, LAN/WAN configuration, and firewall management. Demonstrated ability to maintain high system uptime, optimize network performance, and coordinate with vendors for IT operations. Currently pursuing Windows Server 2019 to advance technical and administrative skills.

Skills

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

System Administration: Windows OS Installation & Maintenance, Windows Server 2019 (in progress), Active Directory, Group Policy, Server Backups & Recovery, Endpoint Security (Seqrite), User Account Management, basic Linux exposure

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 across 9 branch offices, supporting 150+ employees, ensuring 99% system uptime.
- Install, configure, and maintain Windows OS, servers, PCs, and endpoint security (Seqrite) across all branches.
- Create and manage Active Directory user accounts, Group Policies, and perform regular server backups.
- Configure and maintain Wi-Fi access points and basic firewall settings to ensure network availability.
- Troubleshoot hardware, software, and network issues, reducing helpdesk requests by 20%.
- Monitor ISP bandwidth usage and optimize allocation to prevent downtime.
- Coordinate with vendors for procurement, maintenance, and warranty tracking.
- Document IT procedures, system configurations, and backups for internal audits.
- Performed regular server backups and tested restore procedures to ensure data integrity and disaster recovery readiness.

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.
- Assisted in daily server backups and verified restore procedures to ensure data integrity and system reliability.
- Assisted in implementing IT security policies for endpoint devices and network access.

Education

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

Languages

Tamil (Native), English (Proficient)

Certifications

CCNA – Course Completion (Network Rhinos, 2024)