

## G. RAVIKIRAN

### Career Objective

Seeking a professional career in a growth oriented organization.

### Skill set

- Configuring and working with Routers and Switches.
- Knowledge in Inter networking Basics, OSI Layer model, TCP/IP layer model & SNA.
- Knowledge on Interfaces.
- Configurations of Static Routing and Dynamic Routings
- Knowledge in RIP (Routing information protocols), IGRP (Interior gateway routing protocol), EIGRP (Enhance interior gateway routing protocol) & OSPF (Open shortest path first protocol) WAN Protocols, PPP (PAP, CHAP), NAT, ACL, Frame Relay pvc and svc
- Switch configurations Virtual LAN, Port security, Mac address and trunking protocol etc
- General configuration of Network on Client systems
- Knowledge on Protocols
- Worked on Juniper firewall NetScreen SSG 520M, M320, M40e, M40 routers
- Assembling of Desktops
- Loading of Windows Operating System and related applications
- Configuring Hardware drivers on Windows OS
- Installations, Up-grades and Maintenance of hardware and software
- Configuration of peripherals devices such as Printer, Scanner, etc...
- Troubleshooting and fixing OnePlus mobile phone issues of hardware and software

### Professional Synopsis

**Company:** Randstad

**Work place:** OnePlus

**Role:** Service engineer

**Period:** May 11<sup>th</sup> 2017 to till date.

#### **Roles and Responsibilities:**

- Repairing, hardware adjusting and replacing the defective parts like main board, sub board pcb, lcd and accessories.
- Software updates for mobiles and for newly replaced main boards.
- Ordering the required new parts using 'Project Management Tool' for replacing and testing purpose. Submission of defective parts to the stores.
- Maintaining the excel sheet for the mobiles that are need to be repaired and are repaired.
- Coordinating with customers and accepting the mobile faults.
- Reporting the team leader at the end of the day.

**Company:** Karvy Data Management services Pvt. Ltd.

**Sector:** BPO

**Role:** Customer Care Associate

**Period:** May 25<sup>th</sup> 2016 to Feb 10<sup>th</sup> 2017.

**Roles and Responsibilities:**

- Noting the daily updates and processing the jobs.
- Entering, Verifying and processing the customer allocated form using intense app.
- Coordinating with team leader.
- Achieving daily targets.
- Generating the reports at the end of the day.

**Company:** Houston Technologies Ltd

**Sector:** Hardware Networking

**Role:** Network Engineer

**Client place:** BSNL MPLS NOC

**Period:** March 2011 to Oct 2013.

**Roles and Responsibilities:**

- Installing hardware components of router and software (JUNOS) for M40e & M320 JUNIPER.
- Maintenance network services, equipment and devices.
- Perform troubleshooting analysis of associated JUNIPER ROUTERS.
- Documents network problems and resolution for future reference.
- Monitoring all routers performance and implements performance tuning.
- Escalation of issues and reporting to the head.
- Coordination with clients and accepting the problems.
- Collection of reports and submission.
- Best response time and through put.
- Providing quality in everything that I do.
- M320 & M40e Hardware troubleshooting & installation.
- JUNOS up gradation 8.5, 10, 11, 12.
- Interface loop testing.
- Configurations testing.
- Escalation of cases and coordination with JUNIPER concerns.
- Notifying the cases and submitting those reports on daily basis.
- PM Activity for the locations.

**Company:** Strategic Outsourcing Services Pvt. Ltd.

**Sector:** BPO

**Role:** Jr. System and Network Administrator

**Period:** February 2009 to March 2011.

**Roles and Responsibilities:**

- Computers and servers troubleshooting hardware and software. Operating system installation, cloning, software installation, driver installation and updates.
- LAN Routing/L2 switches/Learning and configuring Cisco IP phones 7960 series at client stations/ Edge water /Juniper Firewall Net screen/Inter Networking/Modems.
- End users/ Hardware/OS installation/ application/tools support/ User account administration.
- DC/Campaign process learning and taking control on it.
- Biometric/ Access system /user systems activity monitoring and reporting.
- Learning web server / mail server /application server concept and administration with senior respective team member & Data base activities.
- Working on centralized administration and monitoring systems.

**Company:** CriticalTouch Infotech Services Private Ltd. (*Subsidiary of Merit Systems*)

**Sector:** IT

**Role:** Technician Apprentice

**Period:** April 2008 to September 2008.

**Roles and Responsibilities:**

- Maintenance of all computer hardware, software, network, printers, stabilizers, EPABX, FAX machine and other electronic items.
- Supporting and maintaining the Infrastructure Services as per Service Level Agreements (SLA).
- Oversee the daily operational activities of technology systems. Reviews departmental requests for technology and make recommendations, as appropriate, on alternative system options. Taking and processing technical services to users, investigation and resolution of complaints, and coordination of department services with other departments. Monitoring the day-to-day operations such as checklists, escalation of problems, follow up on outstanding issues and reviews of all above.
- Installing and configuring Switches and Routers.
- Diagnosing and fixing compatibility (browsers) problems.
- Backing up of file system and restoring when required.
- Responding to the mails and queries sent by the clients.
- Generating end of the day reports.

G. Ravikiran  
S/O B.R. Gururaja

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**Company:** Galaxy Systems (*not registered*)

**Sector:** Hardware Networking, Telecom

**Role:** DSL-FO.

**Period:** November 2007 to April 2008.

**Client place:** AIRTEL NOC

**Roles and Responsibilities:**

- Executing DSL related work for Bharti Airtel Ltd.
- Installing and Configuring Modems and Routers.
- Communicating and presenting models to people with ease.
- Achieving daily targets.

## EDUCATIONAL QUALIFICATION

- Bachelor of Computer Application (BCA) from Bangalore University (2007) 67% overall aggregate from SSR College, Bangalore.

## Certifications & Trainings

- Mobile repair servicing course and Laptop repair servicing course from Prakash Cellular Service and Training centre.
- CCNA (Cisco Certified Network Associates) *validation expired* and MCTS (Microsoft Certified Technology Specialist) WINDOWS 7 *validation expired*.
- MCSA (Microsoft Certified Solutions Associate) *validation expired*.
- Computer Hardware & Networking from Jetking.
- Mobile and Laptop repair and service training course from Prakash Cellular Service
- Typewriting (English) from Government of Karnataka.

## PERSONAL DETAILS

**Father's name:** B.R. Gururaja

**Mother's name:** Lt. Vani Gururaja

**Date of Birth:** 03<sup>rd</sup> January, 1983

**Gender:** Male

**Marital Status:** Married

**Address:** No. 134, 'GIRIGAGA', 3<sup>rd</sup> cross, Kavika layout, Mysore road, Bangalore- 560026

**Languages known:** English, Hindi, Kannada.

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