



RITHESH R

Networking and Technical Support Engineer

PROFILE

To work with a company which appreciates innovation so that i can enhance my knowledge and skills to give my best for the growth of the company.

CONTACT

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HOBBIES

Designing
Photography
Traveling
Cricket

EDUCATION

Apollo engineering college, Anna university
BE CSB 2021
71%

Velammal.mat.hr.sec.school
SSC 2017
69%

St.thomas.mat.hr.sec.school
SSLC 2015
81%

WORK EXPERIENCE

CDTECH Innovation PVT.LTD,INDIA

TECHNICAL SUPPORT ENGINEER

(FEBRUARY 2022 - till date)

- Managing the entire IT System
- Developing website and mobile applications based on clients' requirements
- Testing software on cloud-based servers
- Interacting with vendor support contacts to resolve technical problems with desktop computing equipment, Router and telephone systems.
- Managed the design, installation, and management of organization-wide local area network, wide area network, network segment, and Internet system.
- Maintenance and upgrading of computer systems or offering recommendations on upgrades needed.
- Maintaining CCTV operations and backup
- Support and troubleshooting cloud server related issues.
- Implement effective security measures to protect data, software, and hardware
- Deliver Tier I network ticketing support to resolve all issues for 500+ users
- Handling all support calls and Manage engine ticketing system.
- Execute the maintenance window changes for multiple locations, performing troubleshooting of routing and switching issues
- Providing first level support services for software and hardware for the end users.
- Wireless Router, switches and Access point installation and Setup.
- Installation of client-based windows OS, and configure organizational standard applications.
- Testing Hardware devices (Internet aggregator, Bonding device, Encoders, Receivers, Android boxes, Routers, Network booster)
- Resolving Server and Network related issue
- Designed, configured, and installed all Data Center Network Devices to support 1000+ users
- Maintained seamless end-to-end communication by delivering support for Video Conferencing System

SKILLS

Networking skills

- Cloud servers
- Ubuntu
- Linux
- Windows / Mac
- LAN/WAN
- VPN
- TCP/IP
- UDP/TCP
- Domain/SSL
- NAT / port forwarding
- VRRP
- Firewall
- Routing protocols
- Routers/Switch

Programming skills

- HTML
- CSS
- Java script
- Python
- HTTP
- WordPress
- Adobe FTP

Technical skills

- Creating websites
- Developing Android applications
- Maintaining cloud server (BWP, IIS, DASH, HTTPS, SFR, RDP)
- Streaming cloud server (RDP, IIS, DASH, HTTPS, SFR, RDP)
- Publishing APK in google and Appstore
- Testing newly developed software's in server
- Testing Hardware devices (Internet aggregator, Bonding device, Encoders, Receivers, Android boxes, Routers, Network booster)
- Good knowledge of cloud-based solutions
- Strong problem-solving ability
- Basic knowledge of security best practices
- Installing OS (Ubuntu, Linux, windows)

- Resolving Server and Network related issue
- Presenting software and hardware demo to clients
- Setting-up servers and configuring in onsite

Soft skills

- Android studio
- MS Excel
- Power painter
- Adobe Illustrator
- Adobe photoshop

KEY SKILLS

- Outstanding customer service and client interfacing skills.
- Ability to perform excellently on individual projects and cooperatively on teams.
- High adaptability and capable of handling high workload.
- Primary help desk technical assistance and trouble shooting on IT platform.

INTERNSHIP & CERTIFICATION

- Cisco CCNA Certified
- Attended Industrial exposure programme at wiletechy

LANGUAGES

- English
- Hindi
- Tamil
- Marathi

STRENGTH

- Punctual at work and Time
- Attention to detail
- Teamwork and cooperation

DECLARATION

I hereby declare that the information furnished above is true and correct to my knowledge and belief.

RITHESH R