

# SURENDAR D

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## PROFESSIONAL SUMMARY

IT Support Engineer with 2 years of experience in technical support, service desk operations, and IT system monitoring. Proficient in troubleshooting hardware, software, and network issues, with expertise in process improvement and technical documentation.

## PROFESSIONAL EXPERIENCE

### L0 Technical Support

QnQ Healthcare Pvt Ltd

07/2024 – Present

- Delivered first-level technical support, diagnosing and resolving IT issues for seamless operations.
- Monitor and respond to service desk tickets promptly, escalating complex issues while maintaining clear documentation.
- Assist in troubleshooting ERP-related issues, collaborating with teams to resolve system and application challenges.
- Support IT asset management by tracking hardware and software inventory, ensuring proper maintenance and updates.
- Develop user guides, technical SOPs, and troubleshooting documentation to enhance IT support efficiency.
- Conduct training sessions for end-users on IT best practices, troubleshooting techniques, and new system implementations

### Technical Support Trainee - Networking

Satvat Infosol Pvt Ltd

05/2023 – 06/2024

- Configured and maintained network connections (switches, hubs, LAN, firewalls) to support examination systems.
- Facilitated exam sessions, ensuring smooth server operations and system functionality.
- Troubleshoot and resolved technical issues encountered during examination processes.

## TECHNICAL SKILLS

- Service Desk & IT Support:** Incident management, ticket resolution, escalation handling, ITSM tools (ServiceNow, JIRA).
- System Administration:** Windows OS, Active Directory (user account management), software installation, system performance monitoring.
- Networking & Troubleshooting:** TCP/IP, DNS, DHCP, NAT, LAN/WiFi troubleshooting, Ping, Traceroute, Wireshark, Telnet, RDP.
- Software & Tools:** Microsoft 365 administration, remote desktop support (AnyDesk, UltraViewer).
- Documentation & Process Optimization:** Technical procedures, IT documentation, knowledge base creation.
- Programming (Basic Knowledge):** Core Java 8, MySQL, HTML, CSS.

## **EDUCATION**

B.E in Electronics and Communication Engineering

University College of Engineering Tindivannam

08/2018 – 04/2022

CGPA – 7.8/10

## **KEY CONTRIBUTIONS & PROCESS IMPROVEMENTS**

- Standardized troubleshooting procedures, reducing average resolution time by 20% and improving ticket handling efficiency.
- Optimized ticket escalation workflow, ensuring faster issue resolution and better end-user support.
- Developed IT support guides, reducing repeated queries and improving self-service adoption.
- Trained and mentored new team members, enhancing troubleshooting skills and service desk efficiency.
- Created structured troubleshooting SOPs, leading to better consistency in issue resolution.

## **LANGUAGES**

- Tamil (Native).
- English (Professional Proficiency).