

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).