Suresh Lal Pradeep

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Profile

I am a recent master's degree graduate in Computer Science from University Greenwich, London with a vast experience and exposure in information Technologies (IT). I am willing to learn new technologies and take responsibilities with positive and analytical approach. I am hardworking, organized, sincere, resilient, adaptable, focused, and passionate person. I am actively looking for full-time role and am keen to be a part of this esteemed organization. I aim to find an entry-level position in software field where I can showcase my skill sets and grow as a successful software developer or Data Engineer.

Experience

Roz-ana   Oct 2021 – Till date

Chakra Ltd   April 2021 – Oct 2021

Floor supervisor

Bright Network   July 2021

Internship experience UK: Technology

ITC Infotech Ltd   June 2019 – October 2020

IT Executive (Service desk engineer level 2) Bengaluru, India.

- Supporting Microsoft office 365 applications.
- Installing, configuring & Troubleshooting MS-Outlook, MS-Skype, MS-Visio, MS-Excel, MS-Word &Add-ins.
- Installing, configuring & Troubleshooting Cisco WebEx meetings & Teams and Cisco IP communicator.
- Reviewing the technical documents and updating the peers about the solution.
- Adding/deleting/creating/modifying user's account information, resetting password & checking policies, through Active directory (AD) and DNS & DHCP.
- Ticketing tool ServiceNow.
- Training new joiners in Technical & Troubleshooting. And helping to improve the communication skills.
- Perform troubleshooting via remote access and telephone support for hardware/software related issues.
- Resolving service and incident request.
- Perform remote standard installation of software and software upgrades.
- Have worked on OS Windows XP, Vista and Windows 7, Windows 8.1, Windows 10.
- Installing, configuring, and troubleshooting of printers.
- Mapping Network/Share drive.
- Performing incident investigation & diagnosing the RCA (Root cause analysis) & resolution.
- Application working on Pulse secure &Global Protect for VPN, Okta & MobilePass for MFA, Citrix, One Identity, LogMein.

- Knowledge on Java, C++, Python, IP V4 & IP V6, Networking & VPN, Outlook.
- Data storage and backups, AWS.
- Patching of all windows-based servers.

Hewlett Packard Enterprise   Oct 2015 - April 2018

(Contractor NetConnect)

 Technical Support Engineer   Bengaluru, India

- Resolved problems with malfunctioning products.
- Helping customer setup product over the phone and selling HP product
- Handling team and train.
- Research & troubleshot and resolved complex problems independently.
- Trained end users in CRM tools & Salesforce.
- Retained existing clients and developed new business by extending high quality and efficient service.
- Reviewed technical documentation and procedures.
- Installed software, modified, and repaired hardware and resolved technical issues.
- Provided on-call support for critical issues.
- Achieved and exceeded company sales and productivity goals for 2 years.
- Built and provided basic end-user troubleshooting and desktop support on Windows and Mac systems.

Programming Languages: (Basics & still learning and progressing).

- C, C++, C#, Java, JavaScript, HTML & HTML5, CSS, and Python.
- SQL, PHP, Node.js and react (basic knowledge)

Online Courses:
        Currently Learning **Python**, **AWS developer Associate** & **Web development** from **Udemy**.

Education

- University of Greenwich – MSc Computer Science   Sep 2020 – Sep 2021
  Subjects:
    o Network and Technology and Design
    o Programming Enterprise Components
    o Clouds, Grids and Virtualization
    o Data Visualization
    o Enterprise Software Engineering Development
    o Big Data
    o Programming Fundamentals for Data Science.
    o Software Quality Management.
    o Dissertation project.

- East Point College of Management – bachelor's in computer application   June 2012 - May 2017

Reference can be provided on request