RESUME

ANAND.A

19/3, Ayyanar Kovil main Road, Sellur, Madurai – 625002

Mobile: +91-9600790052

E mail: anandkathir18@gmail.com

CAREER OBJECTIVE:

Seeking this position, that offers a consistently dynamic and positive atmosphere to learn new skills and to implement them for the betterment of the organization.

EDUCATIONAL QUALIFICATION:

COURSE	INSTITUTION	UNIVERSITY/ BOARD	PERCENTAGE	YEAR OF PASSING
B.C.A	N.M.S.SVN college, Madurai	Madurai Kamaraj University	66.32%	2011
H.S.S	Holy Angels Hr. Sec. School, Madurai	Tamil	73%	2008
S.S.L.C	Holy Angels Hr. Sec. School, Madurai	Tamil	60.2%	2006

TECHNICAL SKILLS:

✧ Hardware and networking .

✧ Desktop Support

✧ System Administration

CERTIFICATIONS :

Completed Hardware and Networking in NIIT, Madurai .

AREA OF INTEREST:

1) Networking

ACADEMEIC PROJECTS :

1) "CONVALUATION FILTERS"

ACHIEVEMENTS:

➢ Recognized and Received First prize in paper presentation for the paper on **"CLOUD COMPUTING"**

WORK EXPERIENCE:

✧ I have worked as a System & Network Admin in **IBM**, Bangalore . From the period of 23rd June 2014 to 3rd August 2017.

✧ In depth knowledge on LOTUS NOTES like Installation, Configuration and Troubleshooting in Lotus notes version 7, 8 , 8.5 & 9

✧ Installation and Troubleshooting of IBM chat interface Same-time Connect.

✧ Configuring and Troubleshooting Think vantage Wireless connection.

✧ Installing, Configuring and Troubleshooting VPN clients like AT&T and Lotus Mobile connect applications.

✧ Handling issues related to VoIP, Network related issues; Windows based trouble shooting.

- Monitoring system security with Symantec client Security and Workstation Security Tool (WST).

- Having experience in resetting the AT&T VPN passwords.

- Managing the problem tickets transferred to the next support team using IBM TIVOLI(TSRM) Tivoli

- Service Request manager (citrix) Software tool.

- Identifying the exact problem and coordinating with respective support teams for resolution to maintain the SLA.

- Understanding the critical of the problem and working accordingly and making sure to resolve the issue ASAP

- Troubleshooting on the VPN login issues when user is trying to log in from home, making the profile set and making user to log-in successfully

- Managing the incidents which will occur in the IT infrastructure and maintaining the agreed upon SLA(service level agreement) with the customer (IBM Business Units)

- Multiple client customer interaction.

- Ticketing System and Management .

- Currently , I have been working as Associate Executive for **Innovcare Life Sciences**

- Residing and working in Madurai from the duration of 1st March 2018, till now.

SKILLS & STRENGTHS :

- Self-motivated, tolerant and flexible to different situations

- Multitasking ability, able to balance priorities and work under pressure

- Able to make technical details understandable to non-technical workers.

PERSONAL DETAILS:

Date of Birth :   21-11-1990

Age   :   28 years.

Nationality   :   Indian.

Languages   :   English, Tamil.

Hobbies   :   Browsing Internet , Playing Cricket.

Interests   :   Learning New Fact.

DECLARATION

I would be consistent with my career objectives. My experience of studies has given me the confidence to adapt myself to the rapidly changing technology and to complete the assignments on time.

Place: **Date:**   **Signature**