

# ABHIJITH A K

abhijithkaplanickal@gmail.com

8943383964

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## SUMMARY

Dedicated and detail-oriented IT Support Specialist with expertise in troubleshooting hardware, software, and network issues. Adept at providing technical assistance, maintaining IT infrastructure, and ensuring seamless system operations. Skilled in customer service, problem-solving, and implementing IT solutions to enhance efficiency.

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## WORK EXPERIENCE

### SAINTGITS COLLEGE OF ENGINEERING

#### System Administrator

January 2025 - Present

- Install and configure hardware, software, network and applications.
- Addressing user tickets for issues regarding hardware, software, and networking.
- Diagnose and troubleshoot system and network problems, software faults or hardware complications.
- Keep a record of issues, along with solutions, to refer back to in future instance
- Providing technical support either by visiting on-site or through remote-access systems.

### IMMCO SOFTWARE SOLUTIONS PVT LTD.

#### TELECOM ENGINEER

April 2022 - December 2024

- IMMCO Inc is a software company with more than 25 years of experience in the telecom field. Handling multiple projects including Fiber and Coax Asbuilt, Cad metrix, FTTH design, RDOF, Right of way permitting projects and Various PVC projects.
- I've been challenged with production as well as the Quality assessment section in the most effective and well-organized manner.
- Pilot jobs for understanding the needs of clients and delivering products above their expectations.

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## EDUCATION

### Diploma in Computer Engineering

Government Polytechnic College Pala

2018 - 2021

### Higher Secondary

N S S H S S Anickadu

2016 - 2018

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## SKILLS

- AutoCAD
- Network Management
- Hardware Configuration
- System Administration
- Troubleshooting
- Software Installation
- Database
- Firewall configurations
- SQL
- Networking
- Hardware and software knowledge
- Creating technical reports

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## ADDITIONAL INFORMATION

- **Languages:** English, Malayalam
- **Passport No:** C3270223