

**ABDUL RAHUMAN S**

E-mail: [Abdulrahuman1631@gmail.com](mailto:Abdulrahuman1631@gmail.com)

Contact: +91 70109 62304

## **Objective:**

To work in an organization, where we strive towards success, which leads to the growth of organization along with the growth of my intellect and technical skills. To contribute growth well along the career enlistment.

## **Organization**

- ✓ Cognizant Technology Solutions under the payroll of VertX solutions.

## **Professional Summary**

- ✓ Professional experience in IT Service Desk & Technical Support – Email & Chat Support since Feb 2019 till now.
- ✓ Been a team player and provided Knowledge Transition to the team.
- ✓ Assist users with remote services and technical queries.
- ✓ Managing Virtual LAN user group.
- ✓ Hands-on experience with Office 365 applications – Created mailboxes, Delegated access, Account creations and also provided support to end users for any technical issues.
- ✓ Proficient in handling tickets and provided High Level Technical Support to End-users.
- ✓ Notified customer of issue status and follows-up with customers to ensure problems have been resolved satisfactorily within the SLA.

## **Technical Expertise**

- ✓ Operating Systems: Windows server & client, Linux and Mac.
- ✓ Remote Services: PuTTY, RDP and SecureCRT.
- ✓ Microsoft Tools: Active Directory, Microsoft Office 365 applications.
- ✓ Life Sciences Applications: Medidata Rave, RaveX and Reports.
- ✓ Incident Management Tools: Zendesk, Support Center and BMC IT service Management.
- ✓ Monitoring Applications: NexThink and SolarWinds Orion.
- ✓ Cloud services : Amazon web services.( EC2, Route 53 & S3).

## **Certifications**

- ✓ Hands on training on **CCNA** course at CMS institute, Coimbatore.
- ✓ Completed **AWS**- solution architect course in Udemy.

## **Work Experience**

### ***Systems Engineer (Medidata Project)***

- ✓ Provided users with support on Technical, Operational, and Account-related issues, via e-mail, ticketing system (Medidata Life Sciences Applications).
- ✓ Maintained a proper tracking of problem resolution.
- ✓ Reproduced technical problems, diagnose causes, identify temporary and long-term solutions and communicate status updates to clients.
- ✓ Delivered with high quality of work keeping in frame support metrics like Customer Satisfaction, and Timely follow ups.
- ✓ Having experience on IT Management and Monitoring tools like, SolarWinds Orion.

### ***Systems Engineer - Service Desk***

## **Selected Contribution**

- ✓ Managing Client desktops, supporting for Windows XP, Windows 7, Windows 8 and 8.1, computer issues, MAC, LAN and Wireless printers configuration.
- ✓ Network Management by allocating user groups and users to the required VLAN.
- ✓ Expertise in Citrix Receiver issues.
- ✓ Improved help desk results by recommending changes in information and processing.
- ✓ Provided inter-departmental collaboration by escalating unresolved issues to appropriate support functions.
- ✓ Provided technical support for corporate users to include setting up computers, passwords, rights and responsibilities using Active Directory (Computers and Users).
- ✓ Troubleshooting Customer's software related issues through remote access.
- ✓ Installing and Updating windows Patches and Updates.
- ✓ Research and implement new practices to improve quality of service and organizational efficiency.

**Professional Education:**

**B.E-ECE** from **2012-2016** at Rathinam Technical Campus, Coimbatore. Aggregate: **66.3%**.

**H.S.C** from **2011-2012** at CMS Matriculation Higher Secondary School, Coimbatore. Aggregate: **75%**.

**S.S.L.C** from **2009-2010** at CMS Matriculation Higher Secondary School, Coimbatore. Aggregate: **78%**.

**Personal Skills:**

- ✓ To grasp and learn new technologies faster.
- ✓ Team Work.
- ✓ Positive attitude.
- ✓ Adaptable to work environment.
- ✓ Leadership skills.
- ✓ To work to deadlines and good time management.
- ✓ Flexible to adapt any profile oriented work and ability to deal with it successfully.

**Declaration:**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**Place:** Coimbatore

**(ABDUL RAHUMAN S)**