

Abhijith A Kumar

+919048722527
abhy.akp@gmail.com
[LinkedIn](#)
Kochi, Kerala

ABOUT

I'm a developer based in Kochi, Kerala, curious to learn more about developing scalable distributed systems, loves problem solving and cares about writing readable as well as maintainable code.

SKILLS

HTML	CSS	Bootstrap	Javascript	Java
Desktop Support	Active Directory			

EXPERIENCE

Service Desk Consultant L1 at Bluestream - KGPco Professional Services, Bangalore form Sep 2021 to Jun 2022

- Manage and prioritize assigned requests to ensure timely resolution per established Service Level Objectives (SLOs).
- Escalate tickets to Tier II support if a request cannot be resolved at the Tier I level.
- Field incoming help requests from end-users via phone, e-mail and in person in a courteous, professional manner.
- Prioritize and schedule requests for resolution. Escalate issues to Tier II support as needed.
- Resolve issues at the desktop level, including installing and upgrading software, installing hardware and configuring systems and applications.
- Record, track, and document the help desk request problem-solving process, including all successful and unsuccessful decisions made and actions taken, through final resolution.
- Test fixes to ensure problem has been adequately resolved.
- Perform post-resolution follow-ups to Help Desk requests.
- Meet all Service Level Objectives (SLOs).
- Perform preventative maintenance, including checking and cleaning of workstations, printers, and peripherals.

Executive – System Administration at Suguna Foods Pvt. Ltd., Angamaly form Mar 2019 to Jun 2021

- Configure ERP at user end.
- Perform troubleshooting as required.
- Install and maintain network hardware and software.
- Determine network and system requirements.
- Ensure network connectivity throughout a company's LAN infrastructure

Jr. IT Support Engineer at DG Labs IT Solutions Pvt. Ltd, Kochi form Sep 2021 to Jun 2022

- Undergone a training on IT support.
- Installation, maintenance of different OS, different software on different platforms.
- Installation, maintenance and management of server and other hardware.

LICENSES & CERTIFICATIONS



Learn the basics of web - Internet fundamentals Certificate

Codedamn.com - Issued Aug 2022



Learn HTML and CSS Certificate

Codedamn.com - Issued Aug 2022



Certificate for Advanced HTML5/CSS3

Codedamn.com - Issued Oct 2022

PROJECTS

CAMPUS DIARY – an android application for student's information management.

This application primarily focuses on time saving and handy use of staff course diary. The application runs on the Android Smartphone. Teachers can mark the attendance, upload notes, update marks, etc. Students can view their attendance, also they can download the notes.

EDUCATION

Luminar Technolab – MERN stack development – **July 2022-Present**

Self-learning platform (Industry experts assign and review our projects)

Kochi, Kerala

B.TECH – Computer Science and Engineering – **2014-18**

University of Calicut, Kerala

STRENGTHS

- Problem solving
- Thinking outside the square
- Being a good team-player

DECLARATION

I hereby declare that all the information furnished above are true and correct to the best of my knowledge.

- Abhijith A Kumar