

Ahathiya T

Email: ahathiyat@gmail.com

Phone: +91 9360504350

CAREER OBJECTIVE

Seeking a position that would provide me to contribute and develop my knowledge and that offers professional growth while working for the welfare of the company, through learning and perseverance.

TECHNICAL SKILLS

- IAM Active Directory
- Linux
- ITIL, ITSM
- ServiceNow
- Incident Management
- AWS – EC2, IAM, S3
- VMWare
- Microsoft Office 365
- Github
- Desktop Support, Technical Support
- Jabber
- Virtual Private Network (VPN)

TECHNICAL EXPERIENCE

- Organization Name : Price waterhouse coopers ltd -Bangaluru
- Designation : Desktop Support Engineer
- Working Period : Working as L1 Senior Technical Support Engineer in PWC PVT LTD, Bangalore from Jun 2023 to till date

JOB RESPONSIBILITIES

- Technical Support, including identifying and resolving Daily basis technical issues occurring in Laptop, Desktop, Printer, Windows OS & LAN.
- Good knowledge of MS Outlook in Backup & Restore of Mails, Configure and Troubleshooting
- Installation and configuration of Printers and broadband.
- Knowledge of Windows Servers in Active Directory, Domain controller, DHCP, WDS, DNS service etc.
- Managing Incidents using ticketing tool BMC Remedy, service now.
- Installation of Anti-virus software and the software which is required as per the business requirements and basic software installations.
- Logging tickets received through email, chat, phone and getting them resolved.

- Support issue resolution via Remote control tool Remote Desktop connection, Team viewer.
- Troubleshooting, installing and configuring Mail Clients like MS-Outlook.
- Antivirus installation & scanning.
- Solve internet related problem Configuration Basic TCP/IP Setting.
- Organizing the computers in corporate environment via Domain & Workgroup.
- Managing the installation and configuration part of all standard software as per the company policy.
- Installation, configuration and maintenance of Local and Network Printers.
- Networking Support , NIC, Cabling
- Software Support (MS Office, Anti-Virus Quick Heal, Symantec).
- Manage & troubleshoot network (LAN or Wi-Fi) related issue.
- Setting of small & medium sized networks with star topology.
- TCP/IP Configuration and Remote desktop and remote assistance.
- Troubleshooting of hardware and O/S.
- Taking client calls to sort out doubts & clarification on daily basics.
- Active directory domain services (AD DS) .

PERSONAL ASSETS

- Bachelor Of Engineering (BE-MECHANICAL) at Sri Ramakrishna Engineering College (Anna University) –Coimbatore
- 10th Board –Adharsh Vidhyalaya higher secondary school- Anthiyur

Personal Profile

- **Full Name** : Ahathiya T
- **D.O.B** : 26-January-2000
- **Father Name** : Thangaraj P
- **Permanent Address:** 178/112 Thavittupalayam, Anthiyur(tk), Erode(dt) -638501
- **Languages Known** : Tamil & English

Declaration

I hereby declare that the above-mentioned information is true to best of my knowledge.

Place :
Date :

(Ahathiya T)