

# NITHIN THANKAPPAN

Citizenship : Indian      Date of Birth : 05 April 1994      Gender: Male  
Marital Status : Single      Passport No & Validity: L5431743 ,2023



## Contact

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## Profile

### Objective

To secure a good position in a company where my whole experience and knowledge can be used in the progress of the company in an active manner, and to improve my software proficiency in the process.

## Key Skills

- CCNA (Cisco Certified Network Associate).
- Proficient in Microsoft Excel, Word, PowerPoint
- Excellent communication and people management skills
- Languages known: English, Hindi, Malayalam,

## PROFESSIONAL EXPERIENCE

**Windows systems and Networking is my primary interest. I have 5 Years 2 Months of experience in Installing, Managing, Maintaining and Troubleshooting windows XP/ Windows/ Vista/windows7/ Windows8/ Server 2003, 2007).**

### 1 Software support ,Loyal IT Solution Nov 19 To Nov 20

Served as the main point of contact for technical support for over 50 onsite and remote ERP Software users. Major role here is to provide ERP softwares support for all the clients, troubleshooting and developing technical solutions related to software and configuration. Also, have worked here with a variety of communication mediums like chat, email, and telephone support. Providing remote support

- Managed customer inquiries from multiple sources (email, phone) to deliver outstanding customer support.

- Coordinated with the Development team to manage the timing, customer communication and delivery of software fixes or enhancements to meet customer needs
- Test and analyze software enhancements to make sure that it meets the customer's needs.

### 2 Tech Support Engineer, DIGITAL BRICKS March '18 to Nov 19

Responsible for providing help, support and assistance in initial installation of the system, setup and maintenance of the user account, data recovery, etc. Setup and manage the LAN / WAN Network, cabling and wiring infrastructure. Comprehensive maintenance coverage for all hardware equipment at the Site's Desktop, Printer, Switch, NW Cabling, Remote troubleshooting and technical support, Configuring Microsoft outlook for user and troubleshooting Mail Problem.

- Networking - Connecting switches and providing support to network team while configuration.
- Remote support using Remote Desktop, and Net meeting.
- Configuring & Troubleshooting of mail clients like Microsoft Outlook 2003 and 2007 versions.
- Installing, configuring and Troubleshooting Network printers and print servers. Assembling, Troubleshooting and Maintaining of PCs.

### 3 . Desktop support engineer, AXA Technologies November '15 to January 18

Responsible for company network server support. Provided overall daily router and server administration including monitoring, analysis, troubleshooting and performance tuning. Deployed PCs, Printers, Operating Systems, and Applications to end users installed and configured to the exacting specifications required for security and compliance.

- Coordination with server/network team whenever required • Ensures up-keep of IT assets (Inventory management).
- Pro-active health checks of desktops, laptops and printers.
- Provides monthly report on all IT assets in the branch
- Provides IT support in the home branch and all remote branches

### 4 . Service Engineer ,FACT India December '14 to October '15

Provided hardware and software support, troubleshoot and repaired network computers. Supported user laptops, desktops, network printers and applications and also accountable for installing, administering, and supporting company's internal LAN

- Install and troubleshoot all Microsoft windows systems.
- Hook-up and troubleshoot Internet/LAN connectivity on PCs/ Networks.
- Install and troubleshoot wired and wireless routers.
- Install and troubleshoot all types of PC hardware, branded and assembled.
- IP/MPSL, IP v4/6, Management tool

## **5 .System Administrator, Digital Carving Film Studio** August '13 to September '14)

Here the major duties included the Installation, configuration and updating of Antivirus Softwares, Graphic Softwares and plugins like Maya,Max,Shilhout, After Effects, Nuke,Mocha. Worked on Graphic softwares like Adobe and PFTrack. Did trouble shooting of system components and Configuration of modem. Also, worked on Networking activities like Crimping and Punching, configuration of RAID. Other activities included Troubleshooting & Installation of Inkjet, Laser and Dot-Matrix Printers, also Soldering and DE Soldering.

- Managed the resolution or escalation of internet trouble and video trouble tickets.
- Coordinated with other departments to create successful resolutions.
- Executed the configuration of client PC's with a variety of software.
- Responsible for upgrading workstations and laptops for work efficiency.
- Served as the Lead Technician on resolving network servers and end-user workstation issues.
- Trained staff on new application software utilization.
- Deployed security updates on workstations and servers.
- Managed and maintained software/hardware inventories and network backups.

## **6. Technical Support Trainee, HCL Technologies**

February '13 to July '13

Did Installation and Configuration of different Operating Systems like Windows XP,vista, windows 7 and windows 8. This included Recovery of data and Installation of various Antivirus & Photoshop software's. Have an in-depth knowledge of Virtualization with VMware.

- Provided on-site and telephone support in installing, configuring and troubleshooting VOIP Gateways
- Supported and resolved day-to-day end users' issues including network connectivity and related issues
- Troubleshot and maintained network equipment including LAN switches, routers, firewall, and hubs.
- Executed the configuration of client PC's with a variety of software.
- Maintained customer service and support for all clients.

## **7 . Service Engineer Trainee,Computech Services Ernakulum**June '12to December '12

Started working as a trainee where I did assembling, configuring and upgrading of computer hardware and software. The daily job routines included Network mapping, configuring server-based Software's like SAP and SQL. Also, creating System Images and System Repair disk.

- Executed the configuration of client PC's with a variety of software.
- Maintained customer service and support for all clients.
- Service calls included setting up network servers and workstations for both wired and wireless networks

- Worked hand in hand with current Help Desk department to resolve issues in sales region

#### **Educational Qualifications**

- B.Com (Madurai Kamaraj University ) 2015-2017
- Diploma (Rajeev Gandhi)2013-2015
- Class XII(Kerala State) 2012
- Class X (Kerala State Board)2010

I hereby declare that the above furnished information's are complete and true to the best of my knowledge

.Vazhakulam  
01-04-2021

NITHIN THANKAPPAN