

## IT Administrator



### **Sakthivel K**

**Deira, Dubai**

Mobile : +971-505762898

Visa Status : Visit Visa (Till 17 July 2015)

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### ***Career Profile***

Seeking a challenging position as Windows IT Administrator to enhance my skills and knowledge in my working environment.

### ***Microsoft Certifications***

- Windows7—Configuration & Installation (70-680)
- Implementing & Maintaining Windows 2003 (70-291)

## **Professional Experience**

### **Sr. Technical support Engineer - V-Max Solutions. Chennai.**

**Duration: 03-Feb-2014 to 30-March-2015**

- Handling escalation issues of desktop L1 and L2 over the phone and remote for US and Canada customers
- Convincing customers to upgrade and get new technical support plans (AMC) through over the phone
- Diagnosing the root cause and providing solutions for unsolvable technical issues
- Monitor all customer inquiries and ensure appropriate resolution of same.
- Resolved network problems and implemented computer maintenance initiatives.
- Handling customers hardware related issues by coordinating with on-site vendor groups
- Ability to handle clients directly
- Handling Internal Network and Hardware related issues

## **Remote Technical support Engineer – IV Support Technologies, Chennai**

**Duration: 17-April-2013 to 30-Nov-2013**

- Providing L1 technical support for all the desktop application related issues remotely
- Troubleshooting Email clients send and receive errors in POP / IMAP and exchange mode. Supporting MS outlook, Outlook Express, Windows live mail, Thunderbird etc.
- Configuring and troubleshooting with USB, Wireless and all-in-One Printer
- Installation and configuring and maintaining Customer Laptop / computer AMC basis.
- Providing technical support for all application related issues in Operating System (XP, Vista, 7, 8) for US and Canada customers (Night Shifts)
- Handling Anti-Virus installation and update all other problems in Laptop and desktops
- Provide Backup and Restore and data recovery services

## **Desktop Support Engineer – Nebula Computers Pvt It. Chennai.**

**Duration: 28-Nov-2011 to 05-April-2013**

**Client: Wipro InfoTech**

- Trouble shooting and configuring Network & Workgroup Printers
- Configuration of CISCO & NORTEL VoIP phone & Troubleshooting
- Problem Handling and configuration of email with exchange server
- Access and Voice V-LAN enabling and changing in Putty
- TCP-IP concepts maintaining and Trouble shooting in VM-ware and VPN connectivity
- Sharing Folders, Assigning NTFS Permissions and Disk Quota as per requirements and maintaining admin access control.
- Providing hands-on support for Network Team.
- Providing technical support for all the WIPRO-Technologies users and Closing the calls as per the WIPRO SLA Standard.
- Refer major hardware or software issues or defective products to vendors or technician for service.

## **Desktop Service Engineer – PSS Computers. Mayiladuthurai**

**Duration: 02-Feb-2010 to 28-Sep-2011**

- All type of Operating Systems Installation and troubleshooting (Windows XP, Vista, 7)
- Installation and troubleshooting Hardware devices (Printers, Scanners, Webcam)
- Installing all the type of applications as per customer request.
- Providing desktop hardware related service for home and shop Customers
- Purchasing, transporting and managing computer materials.

### **Academic Qualification**

- **BCA**- Computer Applications – Annamalai University. **55%** (2010-2012) – Chennai.
- **DECE** – Electronics & communications – VDP. **67%** (2004-2007) – Nagapattinam.

### **Technical skills**

- Domain Knowledge : Hardware & Networking, CCNA, MC ITP.,
- Operating systems : Windows XP, Vista, 7, 8.,
- Applications : MS office, CRM, LogmeIn, Team viewer.,

### **Tools Expert**

- Malware Bytes/ TD's Killer/ Rogue Killer/Mbar/ Hit-man Pro
- Microsoft Fix it
- Data recovery tools
- Auto-runs/ ADW cleaner/ Junk removal tool/ REVO Application removal tool
- Ad blockers for browsers
- Expert in removing Trojans from online websites and to make sure with safe protection through surfing secured websites (Without Advertisements and pop ups).

### **Personal Details**

Date of Birth	:	16.07.1989
Nationality	:	Indian
Gender	:	Male
Marital Status	:	Single
Language Known (Read and Write)	:	Tamil & English
Passport Number	:	H6753371
Preferred Location	:	Anywhere in UAE
Total experience in years	:	4 Years and 10 Months
Joining time	:	Immediately

### **Declaration**

Give me a chance to work with you. I will give the fullest of my abilities and Dedication. I also assure that the details furnished above all are true to the best of my Knowledge.

(SAKTHIVEL K)