

ASHOK S

HARDWARE SUPPORT

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PROFESSIONAL SUMMARY

Results-driven Desktop Support Engineer with 2 years of experience delivering top-notch technical support for hardware, software, and networking. Proven expertise in troubleshooting, maintaining inventory, and ensuring seamless desktop system operation. Committed to proactive problem-solving, effective communication, and staying current with emerging technologies.

WORK EXPERIENCE

Org Name : **Sana Technologies, Chennai.**

Designation : Technical Support Engineer

Duration : July 2022 – June 2024

Current Org : **Madras Silks Private Limited**

Designation : Networking&Hardware Incharge

Duration : July 2024 – Present

EDUCATION

DIPLOMO IN COMPUTER SCIENCE ENGINEERING – 85%, June 2019 - 2022

GOVERNMENT POLYTECHNIC COLLEGE, CHENNAI.

SSLC – 55% , Apr 2019

SANTHOME HR SEC SCHOOL, CHENNAI.

HDCP (HONUR DIPLOMO IN COMPUTER APPLICATION) MAY-2022

CSC COMPUTER EDUCATION , CHENNAI

RESPONSIBILITIES

- ▲ Diagnose and resolve technical problems related to desktop systems, applications, and peripherals, ensuring efficient and effective issue resolution.
- ▲ Conduct routine maintenance, upgrades, and repairs of desktop hardware components
- ▲ Install, configure, and update software applications, operating systems, and security patches to maintain a secure and up-to-date computing environment.
- ▲ Provide remote support using various tools to troubleshoot and resolve issues for off-site users, ensuring consistent service delivery regardless of location.
- ▲ Conduct user training sessions on hardware and software usage, and create documentation to assist users in resolving common issues independently, reducing support request

RESPONSIBILITIES

- ✦ Resolving daily technical issues and providing technical support
- ✦ Providing support service to clients
- ✦ Installing, testing and reviewing desktop software applications for taking a remote
- ✦ Handling the customer calls and solve the issue
- ✦ Providing support to desktop engineers and managed client environment.
- ✦ Testing work stations for smooth connectivity and ensuring proper functioning.
- ✦ Walking customers through installing applications and computer peripherals

TECHNICAL SKILL

- ✦ Hardware Repair
- ✦ Service Now
- ✦ Technical Proficiency
- ✦ Software Installation
- ✦ Customer Service
- ✦ Remote Support
- ✦ Problem-Solving
- ✦ Analytical
- ✦ Networking
- ✦ Asset management
- ✦ Basic in Python, Language C Language C++, MySQL, Web Development, Visual Basic

Declaration

I declare that the information provided is true and accurate to the best of my knowledge