

**ASWIN A**

Desktop / IT Support Engineer

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Kerala | Vadakara / Kozhikode / Kannur

**CAREER OBJECTIVE**

To take up a challenging and innovative role where I can use my technical and interpersonal skills as part of a team, expand my level of expertise, and learn new technologies.

**PROFESSIONAL SUMMARY**

Desktop and IT Support Engineer with experience in banking and corporate environments. Proficient in Windows desktop troubleshooting, Outlook and email support, VPN access issues, endpoint security tools, and remote user assistance while maintaining SLA compliance.

**TECHNICAL SKILLS**

Windows Desktop Support, Outlook & Email Configuration, Printer & Application Troubleshooting, VPN & LAN Connectivity Issues, Remote Support Tools, Basic Active Directory, Ticketing Systems

**SECURITY TOOLS**

McAfee Encryption & Decryption, Mobile@Work (Tab Device Support), Endpoint Security Compliance

**WORKING STYLE**

Self-starter with ability to work independently, strong customer communication skills, logical problem-solving ability, and disciplined documentation of issues and resolutions.

**PROFESSIONAL EXPERIENCE – SUMMARY**

- Desktop Support Engineer – Team Computers Pvt Ltd (Jan 2022 – Dec 2022)
- Desktop / IT Support Engineer – Enterprise Corporate Client (2019 – 2021)
- IT Support Engineer – ICICI Bank / Wipro Franchise (2012 – 2017)

**Team Computers Pvt Ltd – Desktop Support Engineer (Jan 2022 – Dec 2022)**

- Provided remote and on-site desktop support for corporate users
- Troubleshoot Windows OS, Outlook, printers, and applications
- Managed endpoint security including encryption and decryption
- Ensured SLA compliance and proper documentation

**Enterprise Corporate Client – Desktop / IT Support Engineer (2019 – 2021)**

- Supported enterprise users through remote tools
- Resolved VPN, email, and access-related issues
- Coordinated with internal teams for escalations

**ICICI Bank / Wipro Franchise – IT Support Engineer (2012 – 2017)**

- Supported banking branch IT infrastructure
- Handled desktops, printers, and connectivity issues
- Assisted users with daily IT operations

**DECLARATION**

I confirm that the above information given is true and complete to the best of my knowledge and belief.

(Aswin A)