



# ASWIN ARANGIL

## IT SUPPORT ENGINEER

IT Support Engineer with 8+ years of banking and enterprise experience. Expertise in Windows support, remote & field troubleshooting, biometric device configuration, and LAN/VPN connectivity with consistent SLA-driven service delivery.

## EXPERIENCE

### IT Support Engineer

Team Computers Pvt Ltd

Client: Canara HSBC Life Insurance

April 2022 - January 2023

- Provided desktop and infrastructure support for branch and corporate users in banking environment.
- Installed, configured and troubleshooted Windows 10/11 systems, printers, scanners and network devices.
- Managed SLA-based ticket resolution through IT service management tools.
- Configured and supported biometric authentication devices for secure login access.
- Diagnosed LAN, VPN and connectivity issues to ensure uninterrupted operations.
- Coordinated with network and server teams for escalated infrastructure incidents.
- Performed user account support and password resets as per access control policies.
- Delivered remote support to end users across multiple locations.

### IT Support Engineer

Linksys Technologies Pvt Ltd

Client: State Bank of India (SBI)

March 2019 - January 2021

- Delivered structured remote desktop support for SBI branch users across multiple locations.
- Troubleshooted Windows OS, banking applications, printers, and peripheral devices.
- Configured and supported biometric authentication devices for secure branch operations.
- Diagnosed LAN, and connectivity issues to ensure minimal downtime.
- Resolved login, access control, and authentication-related problems.
- Maintained SLA compliance through timely ticket resolution and documentation.

## SKILLS

- Operating Systems
- Windows 10 / 11
- Networking
- LAN / DNS / DHCP
- VPN Connectivity
- Infrastructure
- Desktop Deployment
- Printer & Peripheral Support
- Biometric Devices
- Support Tools
- RDP
- Remote Support Tools
- ITSM / Ticketing Systems

## EDUCATION

### SSLC

JNM GHSS PUDUPPANAM

2005-2006

Secondary School

JNM GHSS PUDUPPANAM

2006-2008

Diploma in Applied Electronics

Kerala IHRD University

2008-2011

## LANGUAGE

English

Hindi

Malayalam

## ADVANCED TECHNICAL EXPOSURE

### Enterprise Support

- Banking IT Environments
- Branch Infrastructure Support
- SLA & Incident Management

### System & Application Support

- Software Installation & Configuration
- Financial Application Support
- System Optimization

### Hardware & Field Support

- Desktop Hardware Diagnostics
- RAM / HDD Replacement
- Onsite Technical Support

### Service Delivery

- Ticket Escalation Handling
- Root Cause Analysis
- Preventive Maintenance

## EXPERIENCE

### IT Support Engineer

Vara Infotech Pvt Ltd

Client: ICICI BANK

August 2016 - November 2017

- Delivered remote and onsite desktop support for ICICI Bank branch users.
- Installed, configured, and troubleshooted Windows systems and banking applications.
- Provided hardware support including RAM, HDD, and peripheral replacement.
- Configured and supported biometric authentication devices.
- Diagnosed LAN connectivity and VPN-related issues.
- Ensured SLA compliance through structured ticket resolution and documentation.

### IT Support Engineer

3I Infotech Pvt Ltd

Client: ICICI BANK

March 2015 - July 2016

- Provided end-user desktop support for ICICI Bank branch operations.
- Managed OS installations, system imaging, and software deployment.
- Resolved application, login, and system performance issues.
- Supported biometric authentication systems and secure access configurations.
- Handled network troubleshooting including IP configuration and connectivity issues.
- Maintained SLA targets and ensured minimal service disruption.

### IT Support Engineer

Prudent Technologies Pvt Ltd

Client: Muthoot Fincorp Pvt Ltd

September 2012 - August 2014

- Provided desktop and infrastructure support for Muthoot Fincorp branch operations.
- Installed, configured, and troubleshooted Windows systems and financial application software.
- Resolved hardware issues including desktops, printers, and peripheral devices.
- Diagnosed LAN connectivity and network-related issues.
- Ensured SLA compliance and minimized operational downtime.
- Coordinated with central IT and Wipro teams for escalated incidents.