


# Vinod Hathiyan

## IT SUPPORT SPECIALIST

 Mumbai, Maharashtra, 400104

 09819780828

 vinod072190@gmail.com

Computer User Support Specialist with gift for understanding needs of both business and home users. Versed in troubleshooting and desktop support on Windows, Linux and Mac systems. Proven skill in resolving problems quickly on first call.

Skilled Technologist with experience configuring computers, servers and peripheral devices to work within established company and security parameters. Adept at managing permissions, filters and file sharing. Devoted troubleshooter with deep understanding of system architecture and diagnostics.



### Skills

- TCP/IP
- Software diagnosis
- Desktop support
- Data recovery
- Technical Support
- Customer service expert



### Work History

2010-01 - 2020-08



#### IT Support Specialist

SHRIPAL E OFFICE SOLUTION, mumbai, maharashtra

- Configured hardware, devices and software to set up work stations for employees.
- Created help desk tickets, troubleshot and resolved desktop issues.
- Determined hardware and network system issues using effective troubleshooting techniques.
- Resolved system, hardware and telephone issues within 1 hours, improving efficiency among all departments.
- Identified and solved technical issues using variety of diagnostic tools and tactics.
- Built and provided basic end-user troubleshooting and desktop support on Windows, Linux and Mac systems.



### Education

2015-05 - 2016-05



#### High School Diploma

SARSWATI VIDYA MANDIR SR.SEC SCHOOL - MUMBAI



### Certifications

2020-05



GOOGLE IT SUPPORT

2020-04



Usable Security

2020-09



CEH V10

2020-09



Web Application Security Testing with OWASP ZAP