**NAGARAJAH SOORIYAKUMAR**

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A proficient Technical Support Engineer with excellent interpersonal skills, building customer relationship and tenacious approach in resolving complex issues. Extensive experience in desktop and network , supporting all aspects of software and hardware related issues. Strong understanding of networking protocols including LAN & wireless and project management and diagnostic skills.

**TECHNICAL QUALIFICATIONS**

* Microsoft Certified System Engineer (MCSE)
* Cisco Certified Network Associate (CCNA)
* Certified Novell Engineer 5(CNE)
* Compaq Certified Desktop and Notebooks

**CAREER HISTORY**

**Emirates Nuclear Energy Corporation (ENEC), Abudhabi Dec 2015 – June 2019**

**Senior Technical Support Engineer**

Supporting 2500+ ENEC *INA*WAH *I* RED ZONE users at Barakah on WIN 7 / WIN 10 operating environments.

Desk side *I* Email *I* Phone & Remote Support via SCCM *I* Pulse Secure

Active Directory Administration on user accounts. MDM configuration (iPhone *I* iPad *I* Smart Phone) - user administration & support

Administration on CISCO IP (IPT) Telephony System and network patching

User support on Wireless Access *I* Pulse Secure (VPN) Connections

RSA secure ID - user administration & support. Support of Microsoft Office2013 /2016 suite

WIN 7/WIN 10 Build & IMAC (Installs *I* Moves *I* Adds and Changes)

Install/configuration of standard DELL Laptop build *I* Rei mage.Application Deployment using SCCM.

Video Conferencing (VC) [Tandberg *I* Cisco] & Cisco Telepresence Support

Hardware support of PC’s & laptops (DELL) and peripherals (printers *I* plotters) – Print Management using SafeQ. Creating and updating documents as often as possible detailing Process (ITIL), Knowledge and Procedures. Manage systems requests for Joiners, Movers and Leavers process

Adhere to all high level security, Health and Safety policies and procedures, endeavoring to exceed/meet user expectations and service levels.

Use of Remedy ITSM toolset on a daily basis to raise, track and resolve incidents *I* RMS (Service) Request *I* Problem and Change Management, keeping users up-to-date with progress, Monitoring own call queue and regular coordination with external service providers to ensure both the quick resolution of incidents and problems and the smooth running of our departmental and WPO operations

**CSC (Computer Sciences Corporation) Feb 2014 - Dec 2015**

**Senior Support Engineer**

Supporting 1000+ users in NHS environment on WIN 2008 server, 7 operating environments, Desk side / Email / Phone & Remote Support, **Active Directory** Administration on user accounts including Exchange for mailbox administration, **Symantec PGP Encryption (WIN 7) – Support**, **User support on Wireless** **Access / VPN Connections**, Support of Microsoft **Office 2010 / 2013** suite, **WIN 7** **Build & IMAC** (Installs / Moves / Adds and Changes) -Install/configuration of standard DELL Laptop build / Reimage; Application Deployment using SCCM, Hardware support of **PC's & laptops (DELL) and peripherals,** Creating and updating documents as often as possible detailing Process (**ITIL)**, Knowledge and Procedures, Manage systems requests for Joiners, Movers and Leavers (JML) process , Use of **ITSM toolset** on a daily basis to raise, track and resolve incidents / RMS (Service) Request / Problem and Change Management, keeping users (including **Level 5 VIP's**) up-to-date with progress, Monitoring own call queue and regular coordination with external service providers (Dell etc.) to ensure both the quick resolution of incidents and problems.

**PricewaterhouseCoopers (PwC) Feb 2010 – Jan 2014**

**Senior Technical Support Analyst**

Provided 1st / 2nd line support within large team for over 7000 + end users (Partners, Directors, Managers and Associates) across various London Offices. Work in a disciplined and structured manner in accordance with ITIL based service management processes. Mostly supporting Lenovo laptops on Windows XP and Windows 7 Operating Systems and provided support via phone, email, remote (SCCM Remote Tool Console) and desk side visits. Supporting IBM Lotus Notes 8.5 client, Sametime, Microsoft Office, Active Directory to manage user accounts, Setting up Juniper VPN software clients on laptop for remote connections, Iron mountain /Autonomy Backup Software, Blackberry, using MobileIron on Ipad & Iphone. Responding to and resolving queries within demanding Professional Services environment and in line with established Service Line Agreements and produced report and escalation of problems to senior management in a timely manner.

**WIN 7** **Build / Application – Software Deployment & Migration**

Desktop / Laptop Build, Post Build, Applications install **– MC7 application delivery agent**

Backup existing user profile & restore to WIN 7 domain user account.

Executive Support for Senior Partners and other VIP’s.

Project work involved in upgrading Windows XP to Windows 7.

IT inductions & training for new starters including PwC Graduate intake.

Asset Management – End of day checklist of all IT Assets.

Creating and updating documents as often as possible detailing Knowledge Base and Procedures.

Use of **Remedy** incident system on a daily basis to raise, track and resolve incidents / RMS (Service) Request.

**CITIGROUP Jan 1995 – Dec 2009**

**Senior Technical Support Analyst (Trade Floor & Back office), Team Lead**

Provided 1st / 2nd level technical support for system & user problems.

Troubleshooting & resolution of the windows XP & 7 desktop environment.

Adherence to strict SLA & produced report & escalation of problems to senior management in a timely manner.

Provided 1st / 2nd line desktop and market data support to traders, middle office, researchers, developers and senior (VIP) executives offering guidance and solutions.

Supported Windows XP, Vista, Office 2003 & 2007, Outlook, Exchange Server, Active directory, Reuters 3000, Bloomberg, Visual studio, Citrix client, HP Blades, Blackberry, standard (TCP/IP) networking, Printer installation and configuration and various other bespoke in house financial applications.

Support provided via telephone and assisted remote access connection using VMware, VPN.

Responsible for installing and configuring Windows XP, Vista & Windows7, Ms Office 2003 & 2007 and market data applications Reuters 3000 and Bloomberg , Excel Addins, PCs, Laptops, Printers, Blackberry’s hardware and software. Maintained patch panel for routers and switches.

Provided effective resolution for incidents and faults within agreed service standards.

Use of Remedy incident system on a daily basis to raise, track and resolve incidents / RMS (Service) Requests.

**DIGITAL COMPUTER SERVICES July 1993 – Dec 1995**

### Technical Support Analyst Team Lead

Provide 1st 2nd line support, problem resolution and system administration of the Novell network for 1200 users

My duties involved;

* Team leader and managing five more engineers coupled with administrating the Novell network for 1200 users Providing third line support and problem resolutions and vendor management.
* Supporting Windows 3.11, Windows 95, NT 3.51,Novell 3.12, MS-Office, cc:Mail and Lotus Smart Suite
* Upgrade Novell 3.12 to 4.11 & Windows 3.1 to Windows 95.
* Installation, reconfiguration and upgrades of Software and Hardware.
* Responsible for Technical Support and Customer Care.
* Involved in the training of new personnel.
* Responsible for day-to-day paper work and returning faulty equipment.

**TECHNICAL TRAINING**

Reuters and Bloomberg

**EDUCATION and QUALIFICATIONS**

Diploma in Electrical and Electronic Engineering

HND in Electrical & Electronic Engineering

**INTERESTS**

Photography, Qualified Professional Photographer.