**RESUME**

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# Profile Summary

Decisive and result-focused professional offering 2.9 years of experience in of investigating and diagnosing network problems and server monitoring. Energetic and goal-oriented with an impressive performance record and a well-rounded background in optimizing employee performance. Currently seeking a position which will utilize all skills, abilities, and areas of expertise as follows:

# Core Competencies

* Having 4.6 years of work experience in investigating and diagnosing network problems and server monitoring.
* Providing exceptional customer service while ensuring satisfaction and quality at work.
* Implementing best practices and standard workflows for IT as well as electronic security surveillance support environments.
* Fully supporting, configuring, maintaining and upgrading corporate customer’s networks.
* Excellent in Routing and maintaining the existing network system.
* Willing to work on long-term and complicated projects.
* Constantly learning new and important networking information.

# ACADEMIC RECORD

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Course** | **Name of the Institution** | **Board / University** | **Year of Passing** | **Percentage** |
| B.E | Maria College Of Engineering & Technology, Marthandam  Kanyakumari Dist. | Anna University | 2016 | 65% |
| Diploma | Morning Star Polytechnic College,Nagercoil,  Kanyakumari Dist. | Department Of Technical  Education | 2012 | 80% |

**Technical Expertise**

**Monitoring Tools :**NNMI, HPE Data protector, Sitescope, CA Spectrum, Nagios &MRTG

**Ticketing Tools :**HP Service Manager

# Professional Profile

**Project #1:**

**Company :** Wipro Limited

**Project :** KEPCO KDN

**Duration :** 2 years **(**Jun 2017 –June 2019) **Role** : Network Support Engineer **Work Location** : Trivandrum

**RESPONSIBILITIES**

* Having Experience in Data Center support.
* Troubleshooting technical problems and implementing solutions.
* Troubleshooting first level network issues.
* Supporting a multi-site IT infrastructure
* Monitoring and Handling disk space utilization of servers.
* Responsible for the fast and accurate troubleshooting of reported faults. Providing technical support via helpdesk systems for a wide range of internal & external applications.
* Engage with the hardware vendors as a technical point of contact and take care of incidents/upgrades within SLA.
* Troubleshooting hardware related issues.
* Incident management through HP Service manager.
* Network monitoring through NNMI Monitoring tool and Server Monitoring through HP SiteScope.
* Monitoring Storage and SAN Switches.

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**Project #2:**

**Company :** Wipro Limited

**Client :** Muthoot Fincorp Ltd

**Duration :** 9 months **(**Oct 2016 – Jun 2017) **Role :** Desktop Support Engineer **Work Location :** Pondicherry

**RESPONSIBILITIES**

* Installed software, upgrading and maintenance of operating system.
* Installation and maintenance of intra-net Installation of LAN, I/O port termination, IP configure.
* Responsible for supervision of backup and disaster recovery operations.
* Procedures on backup, virus cleaning, and usage of application, Identifying the computer terms, Formatting reports, Update with latest IT development.
* Troubleshooting of different components of system- cpu, memory, Hard disk, BIOS
* Mail configuration.

# DECLARATION

I hereby declare that all above information are true to my knowledge.

# Place: Trivandrum Yours Sincerely,

**Date: (Jedson)**