RESUME

Career Objective: -

To work in an innovative environment where I can exhibit my smart working abilities for the development of organization and myself.

Software Proficiency: -

Operating System	Windows, MacOS
Software Packages	Microsoft Office, Tally, VB.NET, SCCM Client
Programming Languages	C, C++, Java, HTML, CSS

Hobbies: -

- Gaming
- Travelling
- Custom PC Build

Projects: -

- **Grab Groceries**

  A Project Built Using Visual Studio 2010 & SQL Server. It Deals with Employee, Customer, Billing, Product Details & Reports Everything in Online.

- **Home Automation: -**

  An IOT Project Built on Arduino,
  Where we can Control the Electronic Appliances Using Internet and with the Smartphones.

Areas of Interest: -

- Problem Solving
- Technical Support
- Hardware/Software Setup
- Troubleshooting

Experience: -

TeamLease Digital Private Ltd Bengaluru, Karnataka

Client: - Accenture Solutions Private Ltd Bengaluru, Karnataka
Designation: - Software Engineer
Duration: - Dec 2022 – Till date

VIJAYKUMAR M
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Bengaluru-560003

Personal Information: -

Date Of Birth: - 23/02/2001
Gender: - Male
Languages Known: - English, Kannada, Hindi, Tamil, Telugu

Personal Skills: -

- Enthusiastic
- Adaptive Person
- Hard Working
- Forward Thinking
- Focused
- Self-Motivated
- Creative
- Teamwork
- Leadership

Technical Support Skills: -

- Active Directory
- Application Installations
- Critical Thinking
- Diagnosing Hardware & Software issues
- Decision Making
- Error Logs
- End User Support
- Prioritizing
- Reporting
- System Security
- Ticketing Tool-ServiceNow

Roles and Responsibilities: -

- Installed and configured operating systems and applications.
- Managing Active Directory users, groups, & polices.
- Create User accounts using active directory services.
- Perform and coordinate routine upgrades and preventative maintenance for the SCCM infrastructure and troubleshoot barriers to client health.
- Analyze SCCM log files, provide monthly patch management support for Windows servers and workstations.
- Handling incidents and Service request management in ServiceNow.
- Resolving the connectivity issues related to VPN of end users.
- Creating knowledge articles to troubleshoot new issues to overcome for entire team.
- Client visit & MD Support & Surface Hub management.
- Outlook configuration & troubleshooting in registry key level.
- Providing Remote assistance by using LogMeIn Tool.
- MacOS Configuration and Troubleshooting.
- MFA (Multi-Factor Authentication) Installation and Configuration.
- Understanding the Severity Levels and closing the Calls and Incidents on priority basis to achieve the 100% SLA.

Education: -

COURSE	INSTITUTION	BOARD/UNIVERSITY	PERCENTAGE	YEAR
BCA	SJR College of Arts Science and Commerce Bengaluru	Bangalore City University	8.83 CGPA	2019-2022
PUC	Seshadripuram Composite PU College Bengaluru	Pre-University Education	54%	2017-2019
SSLC	Vishwa Kalaa Niketan Model English High School Bengaluru	Karnataka Secondary Education Examination Board	89.4%	2017

Achievements: -

- Secured 1st Prize in Inter College Competition held at Acharya Institute for Demonstrating the Project – Home Automation (IOT)
- Received Appreciation Notes and Mails from Senior Managers & Leaderships for Resolving the Issues quickly and Efficiently.
- Awarded with Star of Month in Accenture Solutions.

Certification: -

- Network Security