**GAYATHRI SUBRAMANIAN **

**IT SUPPORT ENGINEER**

**Address: No. 8A Pey Gopuram 2nd street, Tiruvannamalai-606601, Tamil Nadu, INDIA**

**Mobile no : +65-93416154, +91-9788574193**

**Email Id:** [gay.yamuna@gmail.com](mailto:gay.yamuna@gmail.com)**,** [**gayuthris04@gmail.com**](gayuthris04@gmail.com)**.**

**Passport No: W8465914**

**Professional Experience:**

**JUN 2013- FEB 2021: 7 years 8 months experience as IT Support Service desk Engineer in**

**Future Soft Solutions Pvt Ltd** deputed to **HCLTECHNOLOGIES Ltd in**

**Chennai, India.**

**Responsibilities**

* Responsible for installing operating systems and configuring the peripherals, components and drivers.
* Resolving employee’s ticket and assisting them based on the issues
* Troubleshooting all the desktops and laptops and network printer.
* Managing basic network problem
* Trouble shooting network issue &Proxy issue .
* Cisco client vpn installation and configuration
* Provided assistance at the helpdesk Telephony support  to the employees.
* Coordinating and handling the team for all activities.
* Providing remote support to the users using RDP, Dame Ware and MS LYNC.
* Very much familiar with BMC REMEDY TICKET.
* Supporting Desktops and Laptops in Windows Platform more than 500 users.
* Reasonably good and hands on experience in handling virus related issues using Symantec endpoint protection
* Manage user accounts, permissions, email, Anti-virus, Bit locker.
* Handled 270 systems for OS Installation like Windows 7 and Windows 10.
* Anti – virus installation and updates.
* Configuring Microsoft Outlook, Outlook Express and assigning port numbers.
* New application installation, System Performance.
* Install, configure and manage the Microsoft windows Operating systems (Windows XP, Windows 7, Windows 10,Windows Server 2003, 2008,2008R2 )
* Familiar with Remote tools such as DAMWARE, TEAM VIEWER.
* Install and configure software MS sql, oracle11g, java, Asp.NET and ODBC connection.

**Technical Skills:**

**Knowledge in MCITP**

* PC Assembling &Troubleshooting
* Ghost Image, Anti-virus updates
* OSInstallationlikeWindowsXP, Vista, Windows7, Windows 8, windows 10.
* OSIlayer,TCP/IPmodel
* Crimping
* Network devices like Hub, Switches and Router.
* Windows Server installation like Windows Server 2003, 2008
* Active Directory – Installation of AD – Domain Controller
* Creating users in AD – DS
* Maintaining User Logon Policies, Password Policies, Account Policies and user properties
* Remote Desktop
* Knowledge in profiles – Local, Roaming and Mandatory Profiles, Disk Quotas
* Configuring ADC, Tree Structure – Child Domain, Forest Structure
* File Server, Configuring Namespace, Folders, Backup Types
* Group policy / System policy
* DHCP – Installation, Configuration, Backup
* DNS –Name Hierarchy, Lookup Zones – Forward & Reverse, Primary, Secondary and stub zones, Integration with ADS Records.
* System state Back - up & restoration.

**Languages and Packages Known**

* PL/Sql, sql server, oracle
* C, C++, java, Sql d2k, jsp
* oracle forms6i and reports.
* MS office.
* Visual basic,visual studio 2008.
* HTML, Javascript.

***Field of Interest***

* C,C++, HTML,Java script,jsp,sql server,Visual studio 2008.

**Education Qualification**

**2009 –2012:** Graduated **MCA** from Arunai Engineering College secured 7.73 CGPA

**2006 –2009:** Graduated **BSc** .**CS** from Kamban College of Arts &Science women secured 72%

**2005 –2006:** Completed **HSC** from Mount St. Joseph Matric Hr. Sec School secured 66%

**2003 –2004:** Completed **SSLC** from Sri Ramakrishna Matriculation School secured 67.27%

**Academic Own Project:**

**Project Title : Real Estate Property Maintenance & Management**

Description : In this project, software has been made to maintain the property detail and provide powerful search option for user perspective. The software modules can be done using the **javaservlet pages and sqlserver2008.**The software can be implemented in any of the platform.

**Responsibilities:**

**1.** System provide powerful search option through area search, category, property type and location

**2**. Maintain property details registration of property sale include property address, description, price available.

**3.** Maintain client details like contact detail client type like residential and commercial client.

**4.** Loan calculator and mortgage calculator for user perspective.

**Strength**

* Positive Attitude & Assertiveness
* Reliability of work
* Goal focused person
* Quick learner and adapt to challenging Environment
* Hard worker and honest

**Personal Details:**

Name : S .Gayathri.

Father’s Name : Mr. S. Subramanian

Date of Birth : 04.07.1989

Gender : Female

Marital Status : Single

Linguistic Skills : English & Tamil.

Nationality : Indian

Passport No : W8465914

Passport Date of Expiry : 14/12/2032

Permanent Address : No: 8A, Peygopuram 2nd Street, Thiruvannamalai – 606601

Tamil nadu, India

**DECLARATION**

I hereby declared the above given information is true to the best of my knowledge and belief.

Date: Yours Truly,

Place:

(Gayathri Subramanian)