

# PRABHIN VK

BSc Network Technology  
MCSE, CCNA, MCTS, ITIL, CCNP

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## EDUCATION

### **Sikkim Manipal University (2010-2014)**

BSc Network technology from SMU  
Bangalore with 80%

### **Guru Ghasidas university (2006-2009)**

Bachelors of Computer Application from GG University from 2006-2009 with 68 %

### **Mambaram Higher Secondary School (2003-2005)**

HSC From, Mambaram HSS, Kerala board from 2003-2005 with 59%.

### **Govt. Brennen HSS Thalassery (2003)**

SSLC From, Govt. Brennen HSS, Kerala board from 2003 with 71%.

## PROFILE

### **About me:**

My name is Prabhin VK. I am a graduate in Computer Application seeking a suitable position in a growing organization. I look forward to pursue a career in the IT field where I can use my relevant skills and academic background to the maximum use. I am a keen learner who would make all effort to learn and excel to enhance skills to deliver business needs.

## EXPERIENCE

### **Accenture India Pvt Ltd**

Working As Desktop support Engineer From March 2016 on a contract basis

### **Netwing technologies ,Kannur,Kerala**

Worked as IT Support Engineer from June 2014 to October 2015

### **Sutherland Global Service, Ernakulum (2013)**

Worked As a Consultant from December 2012 to April 2013

### **IBM India Pvt. Ltd Bangalore (contract Employee)**

Worked as System Engineer from March 2011 to September 2011

## SKILLS

**Platforms:** Windows XP/7/8, Linux (Ubundu), Windows Server 2008, 2003.

**Documentation:** MS Word, Excel, PowerPoint, Outlook.

**Networking:** CCNA, CCNP, MSCE, MCTS

**Application software,** Ms office suite , Lotus notes ,Antivirus software , CIRATS database

# Job Description

## Accenture India Pvt Ltd

Working as a desktop support engineer on a contract basis from march 2016 to till now

## Netwing Technologies Kannur,Kerala

### Worked as IT Support Engineer

Providing L-1 support on Desktop, Networking & Web applications issue.  
Maintaining network switches. Routers WiFi Devices  
Installation and configuration of Network Printers  
Installation and configuration of Windows XP, Win 7 Professional Operating System on local desktops.  
Configuring Cisco switches and Routers wireless Routers  
Installation of software's and maintenance .  
Provide e-mail and voice-based Technical Support.  
Installing, configuring and troubleshooting Microsoft Outlook  
Experience in Windows Server 2003 and 2008  
Troubleshooting software-related, system-related, and network-related issues within SLA.

## Sutherland Global Services

### Worked as Consultant in Sutherland Global Service

Technical Support for McAfee products EMEA Region

### IBM India Pvt. Ltd (Contract Employee)

### Worked as System Engineer in SRM-CRG-SCS team

Worked in Security & Risk Management team Sound knowledge in IBM Security standards & Compliances

Liaise with various technical teams, co-ordinate with them to plan & schedule changes

Coordinate with technical team to validate the list of software supporting by them

Create and submit change, Risk, Exception, Extension etc. to the customer.

Checking the patches are deployed properly in each server by the help of reports from technical team

Escalate the Issues /APAR cannot be closed as per target dates

Add / remove technical contacts, housekeeping of department documents.



## TRAINING & CERTIFICATIONS

Microsoft Certified Professional (**MCP**) – ID 5730073

Microsoft Certified Systems Engineer (**MCSE**)

Cisco Certified Network Associate (**CCNA**) –CSCO11467299

Cisco Certified Network Professional (**CCNP**) Routing certified

Information Technology Infrastructure library (**ITIL V3**)

Data Dimension Certified Network Professional

CISSP Basic ,Security+, IT fundamental training from IBM India

## INTERESTS

- Swimming
- Martial arts & yoga



## PERSONAL DETAILS

Name of Father: KT Ramachandran

Name of Mother: Lalitha V

Nationality : Indian

Gender : Male

PAN card No : AIQPV9679L

Passport No : G5431213

Address : Ragaprabina, Palayad PO, Thalassery, PIN: 670661, Kannur (dist), Kerala



## PERSONAL SKILLS

- Willing to learn and adapt to new technologies.
- Self motivation, a quick learner, Positive attitude.
- Problem solving skills and a self starter.
- Takes initiative and works independently or as part of group.
- Usually Updates the Skills By Doing Certifications programs or by participating in Training programs

