

S. V. KARTHIKEYAN

Technical Support Engineer

+91-9703009600 | svkarthikeyan369@gmail.com

LinkedIn: sv-karthikeyan-733090170

Open to South India (Hyderabad, Bangalore, Chennai, Kuppam, Hosur)

SUMMARY

Technical Support Engineer with over 1.5 years of experience in IT support and troubleshooting. Proficient in Linux, Python, and resolving 20+ tickets weekly. Strong communication skills and customer service expertise. Passionate about cybersecurity, with foundational knowledge from workshops. Seeking Technical Support, System Admin, Associate DevOps, or Cybersecurity roles in South India.

SKILLS

- Troubleshooting, Linux, Python, SQL, Windows
- IT Support, Network Troubleshooting, Cybersecurity Basics
- Git (Basic), Docker (Learning)
- Communication Skills, Customer Service, Problem-Solving

EXPERIENCE

Tech Mahindra - Technical Support Engineer

Vizag | Sep 2023 - Jan 2025

- Resolved 20+ software/hardware tickets weekly with 95% satisfaction.
- Supported Linux/Windows systems via remote and on-site troubleshooting, including network issues.
- Automated tasks with Python, reducing resolution time by 15%.
- Leveraged strong communication skills to build customer trust; earned "Patrick of the Year (2024)" for performance.

Allsec Technologies - Customer Support Representative

Bangalore | Feb 2023 - Jul 2023

- Fixed software/connectivity issues for 50+ daily queries with clear communication.
- Delivered technical solutions, enhancing customer satisfaction scores.
- Collaborated with teams to resolve escalations efficiently.

EDUCATION

B.Tech in Computer Science & Engineering

KEC | 2017 - 2021 | CPI: 60%

CERTIFICATIONS

- Cyber Security Workshop - SRM University (Foundational knowledge in threat detection and system security)
- Big Data & Cloud Computing - VIT University

PROJECTS

- Python script for system log monitoring (20% efficiency gain; applied basic security checks).
- Learning Git/Docker for DevOps basics.