



Govind R

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Microsoft Certified Solutions Expert (MCSE)- G741-2701

ITIL® Foundation Certified - GR750498412GR

OBJECTIVE: To be associated with progressive organization that gives me scope to apply my educational and professional skills and provides me with advancement opportunity and knowledge empowerment.

SUMMARY

- Professional with **4+ Years** of Experience in Both **Technical Support (IT Environment)** and **Digital Marketing**.
- Certified in **MCP, MCSA & Microsoft Certified Solutions Expert (MCSE)# 15634946**
- Certified in **ITIL® Foundation in IT Service Management # GR750498412GR**
- Exceptional knowledge in Win 2008/2012/2016 Servers, Win 7/8/8.1/10 Clients.
- Excellent knowledge of Active Directory, WSUS, Antivirus, Backup, Networking, Office 365 & G Suite.
- Experience in supporting Enterprise-level clients with their PC support needs. Excellent knowledge in SOC & NOC Support. Excellent in following SOP guidelines and working with team for effective support.
- Much eager to learn new technologies, methodologies and willing to learn new things that improves the existing technology. Able to provide timely customer support with high quality.

TECHNICAL SKILLS

- Platforms : Windows 10,8,8.1,7, Windows Server 2012, 2016
- Certifications : MCP, MCSA & Microsoft Certified Solutions Expert (MCSE)# 15634946
Google Cloud Certified Professional Cloud Architect# WWwnVY
Adobe Certified Associate in Adobe Photoshop CS5# m8Vz-DTQ2
Advanced Diploma in IT Infrastructure and Network Engineering# 33043
- Miscellaneous Tools : MS Office, Excel, PowerPoint, Team Viewer, Office 365, G Suite
- Courses : LINUX Administration, VMWARE Workstation, CISCO Network Administration

EMPLOYMENT SCAN

1. From September 2018 – July 2019 – SCSOFT Technologies (P) Ltd, Trivandrum, India [0 Years, 10 Months]

Key Projects Handled:

Total Projects	: 6 Projects	12th September'18 – 9th July'19
Clients	: AWR/Resilion/SCSOFT/Sibergen/Linux Team	
Designation	: Support Engineer	
Tools Used	: Manage Engine Service Desk Plus (TT), Solar Winds NPM (MT), AKCP Temperature Sensor (MT), OEM Cc 12c (MT), BIG-IP LTM (MT), McAfee NSM (MT), Citrix Farm (MT), MS Office	
Monitored Services	: Server and Network Monitoring, Website Monitoring, Application Monitoring, Backup Monitoring and Antivirus Console Monitoring	

Roles and Responsibilities

- Carrying Out Daily Checks & Monitoring OEM Console and NPM Tool
- Checking McAfee and Sending Daily reports & Followed well established guidelines and SOP.
- Done Monitoring and managing of network, bandwidth and servers using Network monitoring applications.
- Handling incidents and requests through ticketing tools and supported the Service Desk team as a reliable PoC.
- Backend Server Monitoring through monitoring tools and reporting the onsite team.

2. From February 2015 - August 2018 – Freelancer :- Techies Online, Trivandrum, India [3 Years, 7 Months]

Key Projects Handled:

Project Title : Tech Support/Digitalz (2 Projects) **2nd February'15 – 31st August'18**
Role : Freelance Technical Analyst
Tools Used : Team Viewer, Event Viewer, Office365, G Suite, Skype

Roles and Responsibilities

- ☞ Provide Remote Desktop support for customers who are reaching out for support.
- ☞ Configuration and resetting the network access accounts whenever required.
- ☞ Act as helpdesk and receive calls from users and provided proactive support.
- ☞ Promote Websites and Engage People, Also Sell Products Online and Earn Commissions.
- ☞ Using Social Media tools like YouTube channels, Facebook pages and groups to create content and promote.

COURSE PROJECT

Project Title: BEING A SLAVE MOTHER:
"A CRITICAL READING OF TONI MORRISON'S "BELOVED" Since May'17

Role : Team Leader
Tools Used : MS Office, Grammarly

Project Description

This project titled (BEING A SLAVE MOTHER: A CRITICAL READING OF TONI MORRISON'S "BELOVED"), is a study of the story of a woman slave, Sethe and her life after she escaped from slavery. The project analyses how she tries to save her children from slavery and in the process, is compelled to murder one among them. It discusses in detail the miseries and hardships of slaves and how slavery affected women in particular.

Highlights

- ☞ Proofread the project and also conducted research on the history and evolution of slavery.
- ☞ Acted as a lead in setting up of the project and performed complete editing processes.
- ☞ As the team leader of my group, I coordinated the members and encouraged them to finish the work on time.

ACADEMIC PROFILE

- ☞ BA with an aggregate of Approximate 6.00 GPA with First Class in English and Communicative English from Muslim Association College of Arts and Science affiliated to Kerala University in January 2019
- ☞ Class XII with an aggregate of 62% from SNV HSS affiliated to HSC Board, Kerala in 2013
- ☞ Class X with an aggregate of 66% from Darsana EMHSS affiliated to State Board, Kerala in 2011

EXTRA CURRICULAR ACHIEVEMENTS

- ☞ Provided Technical Assistance For the Film Festival Conducted in our College in 2017
- ☞ Provided Technical Support for the Seminar on Personality Development Conducted in our College in 2017

PERSONAL DOSSIER

- ☞ Date of Birth : 31st July, 1995.
- ☞ Current Address : Govinda, Kalliyode, Panavoor PO, Nedumangad, Trivandrum - 695568
- ☞ Linguistic Abilities : English and Malayalam
- ☞ Sex/ Marital Status : Male/Single
- ☞ Nationality : Indian
- ☞ Passport ID/Name : P3398269/ Govind Ramachandran
- ☞ Hobbies : Playing Chess and Internet Browsing.
- ☞ References : Available upon request