M. MURUGAN

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Portfolio: https://murugan2024fsd.github.io/Murugan-portfolio/index.html

HARDWARE AND NETWORK ENGINEER | IT SUPPORT SPECIALIST

SUMMARY

Highly motivated and results-driven Hardware and Network Engineer with **3 years 5 months** of experience in system administration, network infrastructure maintenance, and virtualization. Proficient in managing Windows Server environments, providing remote support, maintaining security systems (CCTV, Sophos), and handling various printer technologies. Proven ability to troubleshoot complex issues, maintain high-availability systems, and support multi-branch operations.

EXPERIENCE

IT Support Engineer

GET IT. SOLUTIONS | 03-06-2024 – Current

- **Regional Network Management:** Managed and maintained comprehensive server and network infrastructure for **40 regional branches** within the Karnataka Region.
- **System Administration:** Provided expert IT Support Engineering and systems administration utilizing **Windows Server 2019 OS** and administering network security, including **Active Directory**.
- **Hardware & Peripherals:** Managed and configured network devices from vendors like **Sophos, Cisco, Netgear, and TPLink**. Executed installation, troubleshooting, and routine maintenance for both **Dot Matrix** and **Laser Printers**.
- **Remote & Onsite Support:** Executed efficient remote troubleshooting and support across all branches using tools such as **TightVNC, UltraViewer, and ManageEngine**.
- **CCTV Service:** Delivered professional, high-level **CCTV service and maintenance** across all 40 branches, ensuring optimal security surveillance.

NETWORK IT ASSISTANT

APOLLO PHARMACIES LIMITED | 06-04-2022 – 02-03-2024

- Maintains and upgrades networks and servers, installs new hardware and applications, and monitors **VMware** for updates.
- Performed **CCTV monitoring, diagnosing, installing, configuring, and maintaining** camera systems and components.

- Responsible for maintaining the Backup network, hardware, software, and files for **800+ e-commerce & store** locations.

FIELD EXECUTIVE

IVIS INTERNATIONAL PVT. LTD | 26-03-2024 – 08-05-2024

- Supported security systems for clients including **Karnataka Bank, Central Bank, and Canara Bank**.
- Maintained and upgraded networks and servers, installed new hardware/applications, and performed **CCTV installation**.

TECHNICAL SKILLS

- **Server & OS:** Windows Server 2019 OS, Linux os installation, Windows Os installation, Server Management, Active Directly
- **Virtualization:** VMware vSphere, ESXi, v Center Server, v SAN, VMware Installation
- **Networking & Security:** Cisco switch, Sophos, Netgear, TPLink, Router Installation, CCTV installation
- **Peripherals: Dot Matrix & Laser Printer Maintenance**, Network Hardware installation
- **Remote Support:** TightVNC, UltraViewer, ManageEngine, TeamViewer, Kaseya

EDUCATION

DIPLOMA IN COMPUTER ENGINEERING

- IRT POLYTECHNIC COLLEGE
- Graduated: May 2019

PERSONAL DETAILS

- Current location: Bangalore
- Date of Birth: 24-02-2000
- Gender: Male
- Marital status: Single

LANGUAGES KNOWN

- **Tamil**
- **English**
- **Kannada**