

# System Administrator (IT Support)

**Name: Karuthapandian V**

Nationality: Indian

Languages: English, Tamil, Malayalam

**Mobile No: +91 - 7418997854**

**Email: [mail2karuthapandi@gmail.com](mailto:mail2karuthapandi@gmail.com)**

## PROFESSIONAL OBJECTIVE

---

System Engineer with 4 years and 4 months experience in system maintenance and center of technical support operating systems management. To seek a position in a company that offers professional growth to my potential and to serve the best of my ability to that company.

## EXPERIENCE SUMMARY

---

- Administration, troubleshooting, software development or hardware configuration, and technical support
  - System administration for all IT services, which includes installing patches, performing updates, and supporting hardware and software implementations
  - Assist in maintaining IT asset Inventory and Software Inventory
  - Active Directory user administration, password resets, and unlocks
  - Evaluate and install computer hardware, networking software, operating system software, and software applications
- 

## EDUCATIONAL QUALIFICATION

- B.E Electronics and Communication Engineering in Theni Kammavar Sangam College of Technology, Theni from June 2011 to April 2014 (First class in 6.76CGPA)
- Diploma in ECE in Thiruvalluvar Polytechnic College, Madurai from June 2008 to April 2011 (First class in 75%)
- HSC from St. Aloysius Hr. Sec. School, Tamil Nadu, India, Passed in First Class with 73% (2006– 2008).
- SSLC from Government High School Tamil Nadu, India, Passed with 54% (2005 – 2006)

# System Administrator (IT Support)

## EXPERIENCE

---

- Worked as System Administrator (IT Support) in **Great Wall India R and D Pvt. Ltd.** (08 Sep 2022-30<sup>th</sup> Sep 2023 )
- Worked as IT support in On-track HR Services Pvt Ltd, client in services on **Sona Comstar Automotive Technologies Pvt Ltd.**, Chennai from 13<sup>th</sup> Sep 2021 to 22nd July 2022.
- Worked as a System Engineer in **Precision Infomatic Pvt. Ltd.**, Chennai from 27<sup>th</sup> Jun 2018 to 13<sup>th</sup> Nov 2020.

## PROFESSIONAL EXSPOURSE

### Great Wall India R and D Private Ltd Bangalore

#### IT Support Engineer

- Provided single point of contact IT support, including desktop-related technical assistance via telephone, ticket system, and emails.
- Coordinated with engineers and end users to resolve technical issues.
- Delivered desk-side support for local users and remote assistance for remote users.
- Addressed user tickets for hardware, software, and networking issues.
- Assisted employees in installing applications and computer peripherals.
- Provided on-site or remote-access technical support.
- Offered IT networks and customer services to internal users.
- Guided users with step-by-step instructions to resolve issues.
- Customized desktop applications based on user needs.
- Advised on software and hardware upgrades.
- Maintained a log of job tickets and maintenance tasks.
- Ensured client systems were functioning properly.
- Set up desktop computers and peripherals, testing network connections.
- Installed and tested, desktop software applications and internet browsers.
- Tested computers to ensure proper functionality.
- Set up computers and installed software for various applications.
- Interacted with employees to resolve desktop problems.
- Asset management
- Technical Complaints and documentation
- Create the Email I'd and password for Office 365 admin

# System Administrator (IT Support)

- Active directory using create a user account I'd and password and unlock the account and reset the password.
- Respond to IT Request ticket mail and calls and check with users' resolution.
- Asset Request and Return forms maintain the documents.
- Call log to vendors and external vendors with coordination to replace the repair hardware.
- Application Support related to Windows OS installation 10 and 11, Office Configuration 2013,2016,2019 and Office 365 key activation and other basic software R&D-related tools installation (e.g. MATLAB, D-space, FunDoc, MTest and MXAM, Target link Licenses uploaded)
- Perform regular system upgrades to ensure Operating systems remain up-to-date.

## TECHNICAL SKILL

---

- System Installation, Configuration & Upgrading
  - Technical Support
  - Computer Assembly & Disassembly
  - Problem-Solving
  - Operating Systems – Windows 10 & 11 and (Linux Cent OS 7&9).
  - Hardware & Application Software installation.
  - Knowledge of Windows 10 OS, O365admin, Laptop desktop hardware troubleshooting, MS Exchange, Active Directory
  - Desktop/laptop end-user support (basic hardware /OS troubleshooting/office applications troubleshooting)
  - Installation / re-installation / configuration/troubleshooting of systems, printers, scanners.
  - Provides day-to-day technical support to employees for laptop and desktop to systems software and hardware.
  - Basic Network issues related to Wi-Fi and VPN Configuration.
- 

I now declare that the information furnished above is correct to the best of my knowledge.

Place :

Date :

Karuthapandian V