CURRICULUM VITAE

NAVEENKUMAR R

EMAIL: <u>nawinrmca@gmail.com</u>

MOBLIE: +91-9994542354

CAREER OBJECTIVE: To enhance my knowledge in Desktop Support & Networking with highly efficient workgroup, by utilizing my talent & Skills and aspire to crave my career as an IT-Infrastructure.

CARRIER CONTOUR

FEB'19 TO TILL KYRIAD PRESTIGE HOTELS, GOA

- OTHPL GROUPS

GUEST SERVICES EXECUTIVE

- Assembling & disassembling, Installing & troubleshooting Network, Hardware and Software problems like desktops, laptops, Server, POS, printer & scanner.
- Configuration & troubleshooting TCP/IP, data cards, Internet Maintenance
- Wireless Networking, Cabling, patching, jack crimping and LAN troubleshooting Networking in Domain environment.

MAR'16 TO JAN'19

CMS IT SERVICES PVT LTD. CBE, CNR, OOTY & MDU

TAJ GROUPS

CUSTOMER SUPPORT ENGINEER

- Worked in Ticketing Tool System (TCS)
- Configuring & troubleshooting O365, MS Outlook and Outlook express, taking Outlook backup & restore.
- Configuration & Installation of Server & Client based software's for different types of clients.
- Working with different vendors, partners and support teams both locally and remotely
- RDP assistance like Cisco WebEx, GoTo Meeting, VNC, Team viewer, Putty, Ammy Admin, Any Desk etc.
- Resolve application related problems with the help of Application Vendors.
- Knowledge of basic and advanced client side and server side operating systems like Server 2008, 2012, 2016 using with RAID.
- Created and deployed desktop images using Symantec Ghost 10.
- SQL Server Installation and Its backup and Restore.
- Working Knowledge in AD server, Hyper V, VMWare, Firewall & VPN connections.
- Managed HW & SW inventory, document maintain for all Assets and tagging inventory stickers.
- Responsible for maintaining the Backup network, hardware, software, files on a regular basis accordingly as per the company policies.
- Managing user accounts and giving share & security level permissions, maintaining the mail servers, Managing and Administrating all user domain and accounts, User Profiles Backup and Restore.



- Windows maintenance, install WSUS patches & OS Update & Upgrade the windows, dual booting, Disk Management & partitions.
- Performing daily, weekly, monthly maintenance backups/restorative exercises, reviewing server logs for potential issues, as well as by ensuring that Symantec anti-virus software and security patches are routinely updated and functioning (Ensuring overall server configuration integrity)

HOTEL APPLICATION SOFTWARE

- Worked in the OPERA & POS Gold roll out in the hotel.
- Creating and managing user rights in the Opera & POS Gold.
- Worked in the Accounts software Oracle 11i and Oracle 12.
- Installing Vision (Query & Analysis for Opera) for the user.
- Troubleshooting hotel centralized application like Hyperion, Delphi.
- CCTV, DVR Configuring Security cameras as per the network.
- Worked software related issue in the Telephone EPBX.
- Troubleshooting problem in the Saflok (Door locking) System.
- Working with the end user to improve application related bugs.

JUN'15 TO MAR'16

DELL BUSINESS PROCESS INDIA PVT LTD, CBE

DELL GROUPS

DATA ENTRY AND CNV SR REP

- Making the Payers and Correspondences billing like Payment & denied.

- Automation process like Blade, Scanning, formatting Excel converting and then posting the bills through the software Payers13.
- ICD-10, CPT, HCPCS, Medical terminology, Insurance terminology, and HIPAA/Patient confidentiality.
- Data entry, Data management, Electronic health records, Microsoft Office systems (Word, Excel, Office)
- Medical billing & coding software. Medicare, Medicaid, and private insurance claims.

JAN'13 to NOV'14

CONVERGENT COMMUNICATION INDIA PVT LTD, CBE

TAJ GROUPS

NETWORK SUPPORT EXECUTIVE

- Establish network amongst the systems as per the guidance and design specification given by the network managers or network admin.
- Configuring and troubleshooting all kinds of network and peripheral issues like and Switches, Hub, AP.
- Generating daily reports on bandwidth usage from MRTG and Net flow Analyzer.
- Jack Crimping, Fiber optics termination and cable maintenance.
- Understand the requirements of the organization and report the need for change or upgradation in the network to the manger.
- Providing Wi-Fi Services to the Guest in the hotel.
- Responsible to monitor whether all the components are available for successful communication.
- Responsible for maintaining the company strategy like designing, implementing and maintenance of enterprise network components.
- Maintain and administering Client's network.
- Basic Networking, Map drive, Data sharing, sharing folder, sharing device & Printer.

CERTIFICATIONS

- · MS-Office.
- C, C++.

EDUCATION

MCA Bharathiar University, Coimbatore. MAY -2015 65% **BCA** SIAS College, Tiruvannamalai. MAY -2012 65% **HSC** Sri VDS Jain Hr. Sec School, Tiruvannamalai. MAR -2009 77% Hindu Hr. Sec School, Ambur Vellore (DT). MAR -2007 50% SSLC

PERSONAL SKILLS

- Self Confidence & Leadership.
- Problem solving ability.
- Willingness to learn and innovative things.
- Hard Worker.
- Adaptability.

I am ambitious, friendly & versatile. I think my strength lies in to be a good listener and in personal interaction.

HOBBIES

- BIKE RIDING
- LISTENING SONGS
- PLAYING COMPUTER GAMES

PERSONAL INFORMATION

FATHER NAME : Ravi L

DATE OF BIRTH : 24-04-1992

GENDER : Male **MARITAL STATUS** : Single

LANGUAGES KNOWN : Tamil, Telugu, English & Beginner Hindi

NATIVE : Tiruvannamalai

PRESENT ADDRESS : #102, SV illam, Nalvar Layout

Rathinapuri, Coimbatore-641027.

DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Yours Faithfully

Date:-