

M. Ravi kumar

Information
Technology

Contact

Address

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Skills

Customer support



Troubleshooting and
problem-solving



Hardware



Asset Management



Team Player



EMail



Seeking a challenging career in an organization that offers ample opportunities and to attain a position in that organization where my contribution would be vital and my presence would be inevitable for Organization growth

Work History

2015-08
current

IT - SERVICE DESK SUPPORT

Talent Pro (Client :Agility Logistics Pvt Ltd.,)

Previous: Fine Cons Pvt Ltd (Client :Agility Logistics Pvt Ltd.,)

- Installation, configuration and maintenance of Lenovo, HP, Acer Workstation
- Performed regular checks of printer performance and resolved issues.
- Managing & Maintaining Asset in Chennai regional Office and other 8 locations across Tamil Nadu.
- Upgrading System Components Such a Memory, Processer and taken care of Hardware's.
- Core competencies in Windows systems and network applications
- Proposed technical feasibility solutions for new Bar-code designs and suggested options for performance improvement of technical components
- Extensive knowledge of operating systems typically in use in a business setting
- Proficient in cable installation wireless connections WAN and LAN
- Direct unresolved issues to the next level of support personnel
- Adept at identifying and correcting system issues
- Working with Digital signature registration
- Employed effective time management when dealing with coordination and accountability around personnel and security assets
- Built strong relationships with employees through positive attitude and attentive response
- Resolved retrieval problems by customizing design to meet requirements

Microsoft operating systems

Excellent

Disciplined; able to follow strict procedures

Excellent

Network printers and scanner

Excellent

Networking

Excellent

Flexible and able to work on-call if necessary

Excellent

Communication

Excellent

Backup

Excellent

System analysis

Excellent

Upgrades

Excellent

Documentation review

Excellent

Achievements

Outstanding performer for the year of 2011 (Bajaj Allianz)

- Provided basic technical support resolving issues for clients on variety of company products
- Prepared system performance stats and generated weekly reports.
- Managed and maintained infrastructure based systems
- Managed and maintained ID Management and follow up with Global team for process.

2008-01 -
2014-08

Associate System Engineer

Precision Techserve Pvt Ltd, (Client :Bajaj Allianz Chennai, Tamil Nadu)

- Installation, configuration and maintenance of DELL, Lenovo, HP, Acer Workstation
- Managing & Maintaining Asset in Chennai regional Office and other 8 locations across Tamil Nadu and AP.
- Managing & Maintaining the Door Access controller, CCTV Devices and ID management
- Installation and configuration of Desktop, Laptop, printer and peripheral devices (windows) in different make/ model of Acer, HP, Dell, Lenovo
- Performing upgrades to hardware, operating systems, and applications in server
- Basic networking, configuring router, Modem and cisco any connect VPN.
- Coordinate and manage relationships with vendors and support staff that provide hardware / software / network problem resolution
- Responds to telephone calls, email, instant messages, and assigned tickets from users; Assign work orders / incidents to appropriate
- Deploying Windows client Operating Systems Windows 7, Windows 8.1 and windows 10

Languages

English, Telugu, Tamil.

- Managing the Remote Calls Support across Tamil Nadu and AP
- Backup the Database and Data's on Daily Basis
- Configure network printers, Barcode Printers and local printer
- Maintenance and troubleshooting of System, printers and scanner
- Configure Mail in client PC's through Remote
- Handling the user escalation and second level escalation calls
- Troubleshooting problems related to email functionality & Microsoft operating systems
- Direct unresolved issues to the next level of support personnel

Education

Course	Institution of the Course	Year of Passing	Aggregate Percentage
SSLC	Government higher secondary school, Madarapakkam	2002	73%.
HSC	Government higher secondary school, Madarapakkam	2004	60%.
Diploma in Electronics and Communication Engineering	Sri Durgadevi Polytechnic College Kavarapettai,	2007	89%
Bachelor of Computer Application	Tamil Nadu Open University Chennai	2014	68%

PERSONAL DETAILS:

Name : M. Ravi Kumar,

Father's name : M. Moorthy (Late),

Date of birth : 08th June 1987,

Languages known : Telugu, Tamil and English

Marital status : Married

Nationality : Indian

Passport Number :L2301672

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