

RESUME

SuganthaRaj S

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Carrier Objective:

To be in a position where my acquired knowledge can be effectively implemented for the development of the company and self.

Work Experience: Total Experience: 125 months (10.5 yrs)

Job 1: Worked as a Support Engineer for 13 months at CSS Corp pvt ltd, Chennai.

Process: ROKU-Digital Streaming Player

Duration: Oct 2010 to Nov 2011

Roles & Responsibilities:

1. Helping the Clients in installation of the Device which involves Television and Router (wired & wireless).
2. Troubleshooting Connectivity issues which involves Networking.
3. Guiding the Clients on Router Configuration (wired & wireless).

Job 2: Worked as a Technical Consultant for 24 months at Sutherland Global Services, Chennai.

Process: DELL

Duration: Jun 2012 to May 2014

Roles & Responsibilities:

1. Supporting for any problems on DELL computers (Desktop & Laptop).
2. Providing Remote Support for any software problems on All Versions of Windows Operating Systems and including all network related issues
3. Helping the clients with any 3rd party software problems like Microsoft Office, Adobe s/w, Outlook, etc.
4. Remotely troubleshooting on all antivirus software problems like McAfee, Norton, E-set, Kaspersky, Trend-Micro, Avira, Avast, AVG, Microsoft Security Essentials, etc.
5. Helping the Clients in WebCam , Printer installation & configuration with DELL computers.
6. Supporting all Browser related problems.
7. Resolving all types of virus affected machines remotely.
8. Configuring Email client like Outlook, Incredible Mail, AOL and other 3rd party email clients on all domains.
9. Helping the clients with all internet related problems.
10. Network and File Sharing via Remote Connection and Router Configuration
11. Guiding the clients in Operating System Reinstallation as well.

Job 3: Working as a Technical Lead at Concentrix Technologies Pvt Ltd, Chennai.

Process: VERITAS-BACKUPEXEC

Duration: July 2014 to Till Date

Roles & Responsibilities:

1. Providing Enterprise level support for the product, BackupExec: It's a backup software used on Server-Client environment at Enterprise level. This software is used to backup various types of data and to restore.
2. Support involves in Installation issues for the Product on the Server Operating System which also includes SQL installation issues as the Backup Exec hosted in SQL Database which gets installed along with Backup Exec product.
3. Helping the Clients in configuring the storage like Internal Disk, Network Attached Storage (NAS), Storage Area Network (SAN,) Robotic Tape library, Disk Cartridge and Cloud Storage (AWS, Azure, Wasabi etc).
4. Configuring User Account involving Active Directory Security Policies.
5. Assisting the Client with Backup/Restore Job failure, Performance related issues, Backup Configuration, Disaster Recovery etc.
6. Being a Technical Lead supporting the Team Members with their technical difficulties in resolving the issues.
7. Reviewing the Team Member's backlog pro-actively and posting suggestions on the Case notes to progress the case in the right direction.
8. Handling Escalation Calls/ Cases.
9. Guiding the team members in creating/updating the Public Knowledge Base Articles.
10. Engaging in discussions with Backline Engineers about Ongoing/ Repeated issues to improve the product Stability.

Technical Skills:

1. Expertised on Windows Operating System (Server and Consumer OS)
2. Possess good knowledge on Computer Networking & Wireless Networks
3. Knowledge on Networking Protocols
4. Worked with Microsoft Sharepoint 2010
5. Good knowledge on Client-Server Model.
6. Windows Active Directory & Security Policy.
7. Storage and Windows File System.

Educational Qualification:

Graduated as B.E in Electronics & Communication Engineering at Maharaja Institute of Technology, Coimbatore.

Further Education:

1. Trained in Computer Hardware & Networking.
2. Certified in SharePoint Administration 2010 on Ms Windows Server 2008 R2.

Awards:

1. Awarded as **King of Ownership** for providing excellent customer satisfaction and taking ownership on customer issues at CSS Corp.
2. Awarded as **Tech on Revenue** for generating more revenue on a Quarter of a FY at Sutherland Global Services.
3. Also got several appreciations e-mail from customers for Excellent Customer Service.
4. Received Special rewards from our Direct client appreciating my work on Customer Satisfaction.
5. Created more number of Public Knowledge Base Article , awarded as K-CHAMP and became a SPOC the same.

Achievements:

I started as a Level 1 Engineer at Concentrix Technologies . Got a wonderful opportunity to explore my skills in resolving complex issues. With that I created more Public Knowledge Base Articles which helped the other folks to resolve the issues. After 2 years I developed myself in managing the team which promoted me as a Technical Lead in supporting the team members with their technical difficulties and to guide them in resolving the issues. I'm now also a Knowledge Management Champion in creating public technical article for Veritas Backup Exec.

Languages Known:

English and Tamil

Personal Skills:

1. Good Communication skills and Well Interactive.
2. Easily Adapted to new Environment and Fun to be with.
3. Good Organizer, Team worker and Leadership Quality

Hobbies and Interest:

1. Listening to Music & Watching Movies
2. Cooking
3. Watching & Playing Cricket.
4. Playing Badminton.

Declaration:

I hereby declare that the above furnished details are true to the best of my knowledge.

Place: Chennai

Date:

SUGANTHARAJ.S

