
Saravanan Kumar

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Professional Profile

- Extensive experience in installation, administration and networking in various environments.
- Thorough knowledge of Windows Vista; Windows XP; Windows 2000 Server; Windows Server 2003; Windows Server 2008; TCP/IP; Ghost; and; Group Policy Objects (GPO); DHCP; and DNS.
- Utilized Install Shield Scripting to package software for application deployment.
- Excellent command of running projects employing industry standard project management techniques.
- Extensive documentation and training experience.
- Successful project and technical team leader and motivator.

Operating Systems:

Windows Vista; Windows XP

Microsoft Servers:

Windows 2000 Server; Windows Server 2003; Windows Server 2008; Windows Server 2008

Software:

MS Office 2007; MS Office 2003/XP; Norton Utilities; WinFax; PC Anywhere; McAfee; WinZip; Symantec Ghost; Mini Remote Console; Email; Oracle and many others.

Hardware:

Intel blade server, HP Proliant, HP, IBM Servers, Dell PowerEdge and others.

Networking:

Gateway; TCP/IP; Routers; Switches; Modems; Hubs and Bridges.

Technical skills :

- Package: MS Office
- Operating system: Windows XP, WIN 2003, WIN7, WIN8, LINUX, APPLE MAC.
- Hardware and Networking: IECT, Chennai.
- CISCO certified CCNA 1 & 2 completed in VIT University.

Professional Accomplishments

- Windows Server 2008
- Microsoft Windows Vista Client.
- Supporting Windows Vista Operating System and Applications.
- Desktop Support.
- Supporting Windows Vista Operating System and Applications.
- Managing a Microsoft Windows Server 2003 Environment.
- Windows XP, Windows 2000 Professional.
- Project Management Techniques.

Education

Bachelor of Business Administration Computer Application.

Tamilnadu open University

Professional Experience

1. Vellore online System

i. Customer Support Engineer

Client: Christian Medical College, Vellore.

March 2009 to September 2011.

- Responsible for third-level support for all server related issues.
- Participated in complete system builds, upgrades, migrations and patch management.
- Implemented security policy and virus protection.
- Administered change management related to server upgrades and software installation.
- Prepared and maintained documentation of technologies, standards and procedures.
- As a Team member maintained and supported more than 2000 systems for C.M.C, Vellore
- Wireless access points configure.
- Bio-Metric System configure, installation, attendance log downloading and maintenance.

Technical Environment – Windows 2000 Server; Windows Server 2003; Windows Server 2008;

Responsible for: Day-to-day support on Windows Server and backup/restoration for more than 2000 systems and Cisco Switch and Di-link Routers.

Technical Environment – Windows Vista; Office 2007; Windows Server 2003; Microsoft Virtual Server 2005 R2; BES 4.1 SP4; LANDesk; and BDD.

Responsible for: Certifying all infrastructure applications against Windows Vista, Office 2007.

ii. System Administrator

Client: Christian Medical College, Vellore, Chittoor Campus, Andhra Pradesh.

September 2009 To Till Date

- LAN to LAN network connection and OME maintenance(Railtel and Reliance two way Connection Optical Network)
- Cisco Switches fixing, Crimping and corning.
- Maintaining more than 100 systems for C.M.C, Vellore, Chittoor Campus
- Printers (Laser Printer, Dot Matrix printer), Scanner installing and troubleshooting.
- Installation of Software and Packages, Oracle 8i and Clinical Work station as required by the Client.
- Installation of Projectors and preparing power point presentations for the conferences as required by the Client.
- UPS maintenance.

2. ICICI BANK LTD, VELLORE

ICICI Personal Loan

Sales Executive

Aug 2007 to Feb 2009

- Product explanation and sales to Customer.
- Improving sales responsibilities.

References provided upon request