

# ARAVINDHAN VENKATESWARAN

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West saidapet, Chennai – 600015 | +91-9841612186 | [alexaravindh3453@gmail.com](mailto:alexaravindh3453@gmail.com)

## PROFESSIONAL SUMMARY

Multi-tasking IT Infra Engineer with a background in remote desktop support and IT Services. A determined employee with over 2.5 years of experience in successfully handling level 2 & 3 Incidents and finding ways to provide first call resolution. Committed to remaining poised and calm in high pressure situations.

## Education

- Major: BCA at Tagore college of Arts and Science, Madras University
- Minor: Diploma of E- commerce Digital Marketing, Madras University
- Related coursework: C , C++ Language

## SCHOOL

- Major :12th from Chennai Boys Higher Secondary School
- Minor: 10th from Chennai Boys Higher Secondary School

## COMMUNICATION

- |           |     |     |     |
|-----------|-----|-----|-----|
| • ENGLISH | YES | YES | YES |
| • TAMIL   | YES | YES | YES |
| • TELUGU  | YES | YES | YES |

## WORK HISTORY

### IT EXECUTIVE | FUSSION PVT LTD | DATE JULY2019 - SEP2020

- Experience as an Desktop support Engineer (Field Engineer)
- Configured hardware, devices and software to set up work stations for employees
- Were we support small level of industries
- Patched software and installed new versions to eliminate security problems and protect data.
- Have good work experience on Service-Now ticketing tool
- Have good knowledge on installing software and running updates on client's system.
- Analyzed both Hardware and software issues using ping checks

### IT EXECUTIVE | EUREKA OUTSOURCING SOLUTIONS | DATE OCT2020 – AUG2021

- Provided technical troubleshooting and problem solving for clients with installed equipment/system issues.
- Followed up with clients to ensure optimal customer satisfaction following support engagement and problem resolution.

- Documented all transactions and support interactions in system for future reference and addition to knowledge base.
- Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Provided solutions to operations issues for users, working closely via phone, email with end users.

#### **SENIOR ENGINEER(EUS) | MICROLAND | DATE AUG2020 – TILL DATE**

- Managing Incident Queue and making team resolve the incidents before SLA breach.
- Weekly Client call handling and producing Incident and Task Reports
- BMC Remedy, Service now hands-on experience.
- Deep dive analysis on tickets and follow-ups on ageing tickets.
- Have worked on reducing incidents by educating the users on how to use self-service, Virtual assistant tools.
- Have conducted Digital Dexterity sessions to global users to reduce service desk tickets and incidents
- Installation of Software's through SM tools and manual installations.
- Handling escalated incidents and tasks
- Resolving p1 and p2 tickets by joining bridge call with multiple teams.
- Troubleshooting on Microsoft office 365,outlook
- Maintaining accurate hardware and software inventory and configuration information
- Shift roster for team in round robin method Weekly Client call handling and producing Incident and Task Reports
- Bridge Call Organizing
- Citrix
- Office 365
- Outlook Troubleshooting
- Performance analysis
- Recording
- Reporting
- SLA
- Software installation

#### **Networking**

- Cisco Router configuration. L2 & L3 Switches, V-Lan configure & maintenance.
- RJ 11& RJ 45 Network cable crimping.
- Install and support LANs, WANs, network segments, Internet, and intranet systems.
- Install and maintain network hardware and software.
- Monitor networks to ensure security and availability to specific users.
- Evaluate and modify system's performance.
- Determine network and system requirements.

- Maintain integrity of the network, server deployment, and security.

### **ADDITIONAL INFORMATION**

The Objective is to restore normal service operation as quickly as possible to minimize the impact to business operations. Responsibilities: Responsible for planning and coordinating all the activities required to perform, monitor and report on the process.

### **HOBBIES**

- Playing chess and also participate on district level chess tournament.
- Exploring new restaurant's with friends.

### **PERSONAL PROFILE**

Date of Birth : 20.05.1997

Address : NO 19/9 New Colony 3rd Cross Street, West Saidapet, Chennai – 600015.

DECLARATION :

I hereby declare that the information furnished above is true to the best of my knowledge.

DATE:

PLACE:

ARAVINDHAN V