

Professional Summary

Certified and experienced IT Support Engineer with over 3.2 years of experience in network configuration, desktop support, and troubleshooting. Adept at managing LAN/WAN infrastructure, implementing security measures, and resolving hardware/software issues. Proven expertise in working with Cisco devices, ServiceNow, ManageEngine, CRM and cloud-based platforms. Committed to reducing downtime, improving system performance, and ensuring exceptional end-user satisfaction. Seeking opportunities as a Network Engineer or Desktop Support Engineer to contribute to robust IT operations.

Core Competencies

- Network Configuration (LAN/WAN)
- Desktop and End-User Support
- Cisco Routers & Switches
- Ticketing Systems (ServiceNow, CRM)
- VPN/VPC & Firewalls
- System Troubleshooting
- Cloud Tools (AWS Basic)
- Printer/Scanner Setup
- Remote Access Tools
- Software Deployment & Imaging

Professional Experience

Insiza Technologies Pvt Ltd (HP Project) – Technical Support Engineer (Oct 2023 – Dec 2024)

- Delivered L1/L2 IT support and troubleshooting for end-users and systems.
- Installed and configured software including O365, DLP agent, ManageEngine.
- Diagnosed network issues including LAN/WAN and VPN connectivity.
- Achieved 20% reduction in downtime by streamlining incident resolution.
- Assisted in user account setup and IT asset tracking via SCCM.
- Collaborated with a team of 5+ engineers to deploy and monitor IT infrastructure across departments.
- Documented 100+ troubleshooting SOPs and best practices to improve team efficiency.

Adecco India Pvt Ltd (WIPRO Project) – Desktop Support Engineer L2 (Nov 2021 – Sept 2023)

- Supported Bajaj Housing Finance Ltd employees with technical assistance.
- Configured desktops/laptops, installed default tools and resolved OS/software issues.
- Handled ticketing via ManageEngine, ServiceNow; resolved 100+ tickets weekly.
- Conducted hardware diagnostics and managed network cabling and patching.
- Recognized for reducing resolution time by 20% and improving client satisfaction.
- Delivered onboarding IT setup for 75+ new hires, improving first-day readiness.

Rane Madras Pvt Ltd – Graduate Apprentice Trainee - QA Department (July 2018 – June 2019)

- Conducted quality checks and calibration for SSLP (Suspension Steering Linkage Products).
- Assisted in standard room operations and production quality documentation.
- Performed dimensional inspection on 100+ components using precision measuring instruments.
- Supported implementation of 5S and lean manufacturing practices on the shop floor.
- Identified and reported quality deviations, contributing to a 12% reduction in rework.

Education

Bachelor of Engineering (Electronics & Communication)
Mailam Engineering College, India

2014 – 2018

Certifications & Achievements

- **Cisco Certified Network Associate (CCNA)** – [Credential Verification Link](#)
- AWS Cloud Foundation – Completed Internal Training
- DevOps – Course Completed
- Hardware & Networking – Trained
- Improved system performance by 15% through regular testing and updates.
- Increased client satisfaction by 15% via faster fault resolution.

Soft Skills

- Troubleshooting & Problem Solving
- Communication Skills
- Customer Orientation
- Adaptability & Quick Learning
- Analytical Thinking

Additional Details

- **Passport Number:** U7942659
- **Languages Known:** English, Tamil, Telugu
- **Portfolio Link :** [Portfolio Link](#)
- **LinkedIn :** [LinkedIn Link](#)
- **Availability:** Immediate Joiner

Declaration

I hereby declare that the information provided above is accurate and true to the best of my knowledge. I understand that any false information may lead to disqualification, and I am willing to provide further documents if required.