

RAJAKUMAR SEKAR

TECHNICAL SUPPORT ENGINEER

CONTACT

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EDUCATION

2014 - 2018
MAILAM ENGINEERING
COLLEGE
Bachelor of Engineering
Electronics & Communications

TOOLS

- Servicenow
- SCCM
- VPN, VPC
- CRM
- Manage Engine

SKILLS

- Routing & Switching
- Ip addressing
- LAN & WAN
- Firewalls
- MS-Office
- Linux

COURSE COMPLETION

- CCNA
- AWS
- DevOps
- Hardware & Networking

LANGUAGES

- English
- Tamil
- Telugu

PROFILE

I am an Electronics & Communications Engineer with 3 years of experience in Technical Support Engineer in multiple technologies including Networking CCNA & AWS Cloud solutions. I am willing to explore new technologies.

WORK EXPERIENCE

Insiza Technologies Pvt Ltd

OCT 2023 - DEC 2024

Technical Support Engineer

- Worked on HP project, supporting to **Bajaj Housing Finance Ltd.**
- Desktop and Laptop configurations for new joiners.
- Handled issues in MS office outlook, Excel, Word, Onedrive.
- Installing default software's like DLP agent, Manage engine, O365, CrowdStrike.
- Answered the phones and provided support to users in order to fix the problem.
- Printer and scanner configuration and troubleshooting.
- Resolved technical faults in 20% less time than industry average, increasing client satisfaction rating by 15%

Adecco India Pvt Ltd

Nov 2021 - Sept 2023

Desktop Support Engineer

- Worked on **WIPRO** Project, supporting to **Bajaj Housing Finance Ltd.**
- Provide technical support to clients users and management.
- Evaluate network performance and create improvement strategies.
- Resolve complex hardware and software issues in a timely manner.
- Troubleshooting on various desktop related problems, experienced in Remote Desktop connection, SCCM, Manage engine tools.
- Managing and maintaining Network LAN, WAN and Ethernet cable.
- Configuration, Problem diagnosis and troubleshooting of CISCO Routers & Switches.
- Communicate with users, troubleshooting the issues and resolving the Network and system related issues.
- Monitored network performance and uptime and responded quickly to incidents.
- Helped to reduce user wait time by 20% by efficiently diagnosing and troubleshooting network related issues.
- Performed regular system tests and updates, which increased system performance by 15%.

Rane Madras Pvt Ltd

July 2018 - Jun 2019

Quality Assurance Dept-Graduate Apprentice Trainee

- Taking care of production and quality checking.
- Performing calibration on dimensional Calibrating the master tools.
- Worked on Quality Assurance Department, SSLP (Suspension steering linkage products).
- Overall took care of standard room activities of Suspension plant.