SHALINI R

NETWORK ADMINISTRATOR

CONTACT

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Bangalore, Karnataka 📍

LinkedIn 🔗

EDUCATION

B.E(CSE)

Computer Science Engineering

Sri Sairam Engineering College

2012 - 2015

Chennai

SKILLS

Cisco - CCNA

Routing and switching

LAN/ WAN

TCP/ IP Networking

IP-Addressing

Topology

OSI Layers

Firewalls Hardware and software

OSPF

RIP, RIP V2, EIGRP.

DHCP

DNS

FTP

HTTP, HTTPS

CAREER OBJECTIVE

To be associated with Progressive Organization that gives me scope to apply my Skills and provides me with Advancement Opportunity and Knowledge Empowerment. I am looking to build a career managing the systems and networks. I am confident my technical and fundamental.

WORK EXPERIENCE

Enterprise Software Solution lab Pvt Ltd (Essl)

Senior Technical support

Enterprise Software Solution lab Pvt Ltd (Essl)

2019 - current / Bangalore

- Investigating, diagnosing and solving computer software and hardware faults Repairing equipment.
- Good Knowledge in LAN, WAN, MAN&Configuring computer networks.
- Creates solutions to customer problems. Provide sound recommendations to their queries.
- Providing technical support on-site or via phone or email or take remote control check the exact issue and clear.
- Work closely with engineering Teams,assist production support engineers and technical managers
- Provide post sales technical support for Biometric & Security Devices
- Good knowledge in network troubleshooting skills, including understanding of DNS , DHCP &TCP/IP as it impacts hardware deployment, familiarity with patching network cables
- Respond and resolve customer issues in a timely manner while delivering the highest level of customer satisfaction
- Understand Escalate issues in a timely manner according to Standard Operating Procedures
- Participate in technical communications within the Technical Support Team to share best practices and learn about new technologies
- Successfully resolve technical issues related to hardware and software from incoming customer contacts and proactive notification systems
- Using remote connection tools to access customer's environments and investigate
- Good communication, interpersonal and problem-solving skills, along with patience.