

## PRAVEEN SUDHAKARAN NAIR

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### PROFESSIONAL SUMMARY

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- 8.5 years of experience in Network Support.
- Worked as Officer Customer Support in Asianet Broadband (ISP).
- Well versed in troubleshooting Technical Network Issues.

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### ACHIEVEMENTS

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- Awarded for the Best Employee for the “**Support, Effort & Hardwork**”. (2010).
- Awarded for the Best Performer for “**Certificate of Excellence**”. (2011).

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### QUALIFICATIONS

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B TECH in Information Technology  
Govt. Engineering College, Barton Hill, Trivandrum, Kerala, India

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### EXPERIENCE

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Organisation : **Asianet Satellite Communications Ltd.**  
Designation : Officer Technical Support.  
Duration : Nov 2008 to April 2017

Organisation : **Society for IT Development (SITD).**  
Designation : Software Testing Trainer.  
Duration : Nov 2007 to Nov 2008.

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### CERTIFICATIONS / TRAININGS

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1. **CCNA Certification** : Cisco ID **CSCO11213585**
2. **Android Trainings** : Basic Development Training on Android Development from ACEWARE Technologies.
3. **NOC Training** : Training on the Current Network Architectures from Asianet Network Operation Centre.

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**TECHNICAL SKILLS**

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<b>Operating Systems</b>	Windows, Linux, Android
<b>Languages</b>	Winrunner, QTP, Test Director, Loadrunner, Java, Eclipse SDK
<b>Tools</b>	ADOMS (Database management System) SOFTCODE (Database management System) CMTS (Cable Modem Terminating System) Mettlewire server

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**EXPERIENCE HIGHLIGHTS**

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**1. Technical Officer – Asianet Satellite Communications Ltd.**

- Second level troubleshooting for network related issues via Voice, Email and Walk-in.
- Manage and perform network configuration for Customer end Routers, Modem configurations including WiFi settings, Port forwarding for CCTV users.
- Live monitoring and capturing of bandwidth utilization of the entire network links.
- Providing suitable changes on CMTS Router based on the requirement for a customer
- Interact with the customers to resolve their problems efficiently and in due time.
- Providing technical trainings to new joiners.

**2. Software testing trainer – SITD**

- Responsible for development and organization of training manuals and training presentations.
- Delivering training programs to participants either in a group classroom settings or on a one-to-one basis.
- Responsible for handling technical queries & respond dynamically.
- Responsible for evaluating trainee performance.

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**VISA STATUS:**

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- Visiting Visa
- Passport ID : N 5915487

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**DECLARATION**

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I solemnly declare that all the details cited above are true to my knowledge and belief.

Trivandrum,  
22-05-2017

Praveen S. Nair

