RESUME

JOTHI SHANKAR.K

No 33, Brindavan Layout
4th Main, Padmanabhanagar
Banashankari 2nd Stage,
Bangalore 560061.

Email id:-jyothishanker144@gmail.com   **Mobile No. 9886139849**

Objective:

Seeking an appropriate position in your reputed organization where, I can use my inner personal skills for service of the organization and can do my part well as a member of the team.

Strength:

Good Communication skills. Believe for hard work and commitment, confident burning desire for up gradation of new technologies. Aim to grow beyond the expectation.

Educational Qualification:

❖ **SSLC from R.B.A.N.M.S. High School.**

❖ **DIPLOMA (Computer) B.E.S. Pre-University College**

❖ **BCom from Rabindranath Tagore university**

PROFESSIONAL TRAINING AND CERTIFICATION:

➢ **Implementing, Managing and Maintaining a Windows Server Network Infrastructure (Jetking)**
➢ **JCHNE COURSE(JETKING): -Computer Hardware &Networking (2014)**
   (A+), (N+), MCITP, CCNA) Linux

Technical Skills:

- ❖ **Computers*: -***
- ❖ Installation and Administration of Windows server network including ADS, DHCP, DNS and Group Policy for clients.
- ❖ Active Directory users and groups management.
- ❖ Windows installing using windows deployment services.
- ❖ Installation and configure windows, Linux and MacOS
- ❖ Troubleshooting and configure MacBook, iMac, iPad.
- ❖ Configuring and troubleshooting computer network
- ❖ Installing and Maintaining Network Printers
- ❖ Configure IP Phone & troubleshoot
- ❖ Configure Cisco and Huawei switch
- ❖ Vlan configuration
- ❖ Configure and Managing Microsoft office 365.
- ❖ Configure and Managing G-suit
- ❖ Configure SharePoint
- ❖ Data recovery
- ❖ Configuring Nas storage
- ❖ Installing docking station
- ❖ Configure firewall (Cyberoam, Sophos, SonicWALL)
- ❖ Configure VPN
- ❖ Upgrade hardware desktop, laptop, and Blade servers.
- ❖ Configure outlook
- ❖ Configure WIFI Routers, Access points, ADSL Routers and modems.
- ❖ Installing and Maintaining Network Printers, Scanners, network cards.
- ❖ Resetting mobiles and tablets android base.
- ❖ Antivirus Management (Symantec end point protection, Trend micro apex endpoint, quick heal, Kaspersky
- ❖ Managing Biometrics Devices
- ❖ Configuration and maintenance network point to point devices
- ❖ IT Asset Management
- ❖ Setup video conference

Work Experience:

Current Company: **Better half Pvt** (TWC Technologies Pvt)   From 16th Jan 2025 to Still now

 System administrator

Roles and Responsibility:

- Configure Troubleshooting user desktop and laptop issues
- Configure and troubleshooting MacBook, iPad, iMac
- Troubleshooting MacBook and Laptops hardware issues.
- Providing technical support to user.
- Managing G-suit and create email accounts.
- Providing Remote technical support all other location
- Configure and troubleshooting application issues.
- Troubleshooting VPN issues.

- Configure and troubleshooting Wi-Fi access points.
- Configure and troubleshooting network devices
- Configure and troubleshooting biometric devices.
- Configure and troubleshooting mobile phones.
- Managing company mobile sim cards.
- Managing IT Assets
- Managing NVR and CCTV Cameras.
- Managing and configuring printers.

Company: **Thumbay Technologies Pvt Ltd.**   From 1st july2019 to 15th Jan 2025

IT Support Engineer

Roles and Responsibility:

- Troubleshooting user desktop and laptop issues
- Configure and troubleshooting MacBook
- Providing Level remote technical support to user.
- Configure and troubleshooting application issues
- Troubleshooting VPN issues.
- Configure cisco managed switches
- Configure Huawei managed switches
- Configure and Troubleshoot SonicWALL firewall
- Configure Vlan
- Configure and troubleshoot IP Phones
- Managing IT Assets

Company: **BIGC TECHNOLOGIES Pvt Ltd.**   From 20th nov2017 to 30 june2019
SYSTEM Administrator   From 11th may-20015 to 5th March 2016.

Company: **Supermax Component Pvt Ltd**   From 07th Mar 2016 to 25th Oct 2017
System administrator

Company: **Sycom Technologies**   from 05 June 2014 to08 May 2015.
SYSTEM Administrator

Company: **Enthean solutions** Pvt **ltd**   from 24 Feb. 2012 to 30 March 2014.
SYSTEM Administrator

Another Field experience.

Company: **Titan industries limited**   From 29-oct-2008 to 6-july-2012
CUSTOMER RELATION OFFICERS

Company: **SM VISIONS:**   From 15 Jan 2004 to10- sep-2008.
Subway Restaurant Manager