

SURYA PRADEEP .M

B.E. Mechatronics Engineering

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East Tambaram

Chennai-59.

CAREER OBJECTIVE

To exhibit my skills with utmost sincerity and to learn more from my working ambience by grabbing the opportunities that come my way, acquire the benefits of job satisfaction and steady paced professional growth.

Qualification	Institution/Board or University	Year	%/CGPA
B.E. Mechatronics Engineering	Anna University	2018	6.2
Diploma in Electronics and communication Engineering	Central polytechnic college Tharamani	2014	68%
Secondary School Leaving Certificate	J.G.N Higher secondary school East Tambaram Chennai-59.	2011	83%

WORK EXPERIENCES

Working at COGNIZANT TECHNOLOGY SERVICES (VDA INFO SOLUTION) as
SYSTEM SUPPORT ENGINEER

PERIOD: Aug 2019 To Nov 2020

- KOBELCO (EEE INFRA EQUIPMENTS)

DESIGNATION: Service Engineer

PERIOD: 1st Feb 19 To Jul 19 (Six months)



ROLES & RESPONSIBILITIES

- o Working as Desktop Administrator (System Engineer) & GNS operations who support under NSS-EUCS Project.
- o Experience in leading 30 members team and updating every day's closure to managers in Daily operations remote call.
- o Working as a L1 Support for infrastructure.
- o Providing the Technical Support for Remote Customers & Remote Support.
- o Provided support for around 8000 desktops with user satisfaction on by keeping the SLA.
- o Troubleshooting all kind of application/software related queries and hardware related issue and Network issues like network connectivity issues.
- o Experience on Remedy ticketing tool and have knowledge in ITIL process like Change, Configuration, Incident and problem management.
- o Installing and managing windows patches and installing software's via SCCM
- o Handling McAfee Antivirus server for 4000 client machines and protecting the client machines from harmful virus. Scheduled manual scanning on all client machines at regular interval of time to check and clear any virus and keep updated with latest patches through McAfee server.
- o Installation and troubleshooting VPN client & VDI (CITRIX) configuration.
- o Using Active Directory console for moving Objects between Organizational units and Maintaining user account managements.

TECHNICAL SKILLS

- o Trouble shooting and problem solving in Desktop, laptop hardware issue, printer, scanner trouble shooting and problem solving.
- o Monitoring servers and respond for the alerts and provide solution.
- o Remote Support for Windows Servers Monitoring and Troubleshooting using RDP & SCCM etc.



- o Active Directory Service & Domain concepts in Windows 2008 & 2012.
- o Knowledge in BNC remedy Ticketing tool, Remote Support tools, LiveMeeting, WebEx, Expert touch, Microsoft teams.
- o Configuration of DHCP, DNS.
- o Maintaining Backup Recovery & Restoration.
- o McAfee endpoint protection support
- o VLAN Automation Portal Handling.
- o Utilized the **BMC** remedy portal 8.1 for handling the GSD tickets.
- o Installation of MS Exchange Server and all Windows operating systems.
- o Configuring of Client Machines includes installation of operating system, Development packages, E-mail Clients (Outlook Express/ MS Outlook).
- o Troubleshoot Network Problems.
- o Vendor management for purchasing new hardware and software.
- o Networking & Server Monitoring.

SOFTWARES

- o Languages - C , C++
- o Application Package - MS-Office, Outlook O-through 365, Remedy Tool ,dame ware, SCCM

PERSONAL SKILLS

- o Good communication skills.
- o Capability to adapt into a new environment within a short span of time.
- o Ability to deal with people diplomatically.
- o Have more interest to learn about new things and technology.



PERSONAL PROFILES

Name : M. Surya Pradeep
Date of Birth : 26 - 09 - 1995
Languages Known : English, Tamil
Gender : Male
Religion : Hindu
Nationality : Indian
Marital Status : Single
Linguistic Proficiency : English, Tamil (R/W).

DECLARATION

I hereby declare that the above given details are true to best of my knowledge.

DATE:

SINGNATURE

PLACE:

(M . Surya Pradeep)

