## Selvakumar P

## Email:selvakumarpcs07@gmail.com

## Phone: 9787090187

## Professional Summary:

A self-motivated and results oriented professional with 7+ years of experience in Information Technology, high quality expertise in / Linux / Servers /User Support with experience on the complete implementation cycle.

## Career Objective:

I am looking for an opportunity to utilize my skills and abilities working with your organization that offer

Professional growth while being resourceful, innovative, and flexible. I would like to work in high knowledge environment and gain expertise and thus make myself an asset of the company.

## Technical Summary:

\* knowledge of Linux, Installation of Linux in different modes.

\* Installation and up gradation of OS

\* User administration and password policy management.

\* Knowledge in booting and shutdown procedure

\* Monitoring application process.

\* Troubleshooting Linux, User and Group management,

\* Having the knowledge of creating LVM

\*Analyzing and Rectifying Login and Booting Issues.

\* Good understanding of error logging subsystem

## Work Experience:

|  |  |
| --- | --- |
| **Organization** | **Duration** |
| Tata Consultancy Services, Bangalore | May 2019 to Till Date |
| Accenture Solutions Pvt Ltd, Bangalore | April 2015 to May 2019 |
| Cognizant Technologies Solutions, Coimbatore | October 2014 to December 2015 |

## Professional Experience: 7+ Years

**Tata Consultancy Services: Service desk**

**Roles & Responsibilities:** **Service Desk**

* I am working as service desk profile to handling all L1 level issues for troubleshooting and resolving and redirecting to concern support team.
* I am working with service now ticketing tool.
* Installed and configured OS version via software center, and windows supported software installations, installed printer driver and configured printer,
* Checking client logs & Troubleshooting software center issues for monthly patches and deployed business applications from end user machine.
* I am having experience with share drive and share points issues.
* Installed MS office and troubleshoot MS office related issues with Outlook, Skype, Excel, PowerPoint.
* Creating user account and admin accounts passwords(Service accounts, Functional accounts)
* I am working with Mobile connect push emails and secure emails (Android & IOS devices).
* Checking first level network issues(LAN & Wi-Fi).
* Worked with customers on and off site and received customer satisfactions with appreciations.

**Accenture Solutions Pvt Ltd**

**Roles & Responsibilities:** **System Administrator**

* User Account Creation and Management.
* Managing local users and groups.
* Keep the systems virus free with the help of SEP. Checking ticket from Service Now and closing tickets without breaching SLA
* Troubleshooting technical issues like password related issues, application issues, profile configuration and guiding the user to log incident for all the Issues.
* Managing 10 k client computers with Standalone primary servers SCCM 2012.
* Deploy security updates using SCCM Software Update Point (SUP) and Windows Server Update Services (WSUS)
* Created packages, collections and advertisements for software deployments.
* Microsoft patch deployment creation, troubleshooting, and compliance management.
* SCCM client installation and Troubleshooting.
* Maintained SCCM client troubleshooting skills on the Windows 7,10 platforms.
* Troubleshooting SCCM client related issue and removing unwanted client from SCCM and AD.
* Worked in DLP issues.
* Updating the users on their call status and advising them for further course of action.
* Reporting of major issues, Services interruption immediately and helping in restoring the service.

**Cognizant Technologies Solutions**

**Roles & Responsibilities:** **Service desk**

* Work Experience in Windows admin, Service desk, IT help Desk, Remote Technical Support, Active Directory, MS office 365, Network troubleshooting.
* Worked in ServiceNow Tool and closed(P1, P2, P3, P4) tickets with given SLA time durations.
* Installed and configured OS, and windows supported software installations, installed printer driver and configured printer,
* Installed MS office and troubleshoot MS office related issues with Outlook, Skype, Excel, PowerPoint.
* Worked with customers on and off site and received customer satisfactions with appreciations.
* Add, Delete, Modify and Move Active Directory user/computer accounts.
* Worked for Laptop and Desktop hardware issues and replacements peripherals.

## Education Qualification:

* I have done my B.E -Computer Science and Engineering from Annapoorana Engineering College which is located in Salem.
* I have done my higher secondary from Government Higher Secondary School in Malliyakarai which is located in Salem.
* I have done my SSLC from John Britto Higher Secondary School which is located in Krishnagiri.

**Personal Information:**

* Date of Birth : 25-02-1992
* Father Name : Palanivel S
* Gender : Male
* Marital Status : Married
* Permanent Address :4/210, Gandhi nagar, Balathotanapalli, Denkanikottai, Krishnagiri, Pin Code: 635107
* Languages Known : English, Tamil & Kannada.

**Declaration:**

I hereby acknowledge that all the information given above is true to the best of my knowledge.

**(Selvakumar P)**