Prem Kumar K.V

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# Career Objective

Dedicated IT professional with 1.6 years of experience in technical support, currently working as an IoT Support Engineer. I am seeking a challenging opportunity as a **Service Desk L1 Engineer** to utilize my troubleshooting abilities, customer service orientation, and IT knowledge to ensure smooth IT operations and timely resolution of user issues.

# Technical Skills

* **Operating Systems:** Windows, Linux (basic)
* **Ticketing Tools:** Basic familiarity with Jira, ServiceNow (can be highlighted if applicable)
* **Remote Support Tools:** TeamViewer, AnyDesk
* **Networking:** Basic understanding of IP, DNS, DHCP, VPN
* **Programming Languages:** Python, SQL (basic usage for automation)
* **Monitoring:** Basic exposure to server and system health monitoring
* **Soft Skills:** Communication, Problem-solving, Time Management

# Professional Experience

1. **IoT Support Engineer**

**Ideatec India Pvt Ltd – Chennai, India Dec 2023 – June 2025**

* + Provided L1/L2 support for IoT devices, including network and connectivity troubleshooting.
  + Analyzed device logs and escalated unresolved issues to engineering teams.
  + Offered remote support to field teams and guided users on basic issue resolution.
  + Documented all cases, solutions, and troubleshooting steps for knowledge base.
  + Worked closely with clients to ensure minimal downtime and smooth device functioning.
  + Handled L1 service desk responsibilities such as responding to user queries, logging tickets, and escalating incidents as per SLA guidelines

**Career Gap:** December 2020 – November 2023 **Reason:** Personal and Professional Transition

During this period, I had to step away from full-time employment to address some important family responsibilities. In parallel, I actively engaged in job searching, skill enhancement, and staying current with industry trends to ensure a smooth transition back into the workforce.

# Education

M.C.A. - Sri Venkateswara College of Engineering & Technology, 2020

B.C.A. - Guru Nanak College of Arts and Science, University of Madras, 2014 HSC - Jai Hind Matriculation Higher Secondary School, 2011

SSLC - Jai Hind Matriculation Higher Secondary School, 2009

# Strengths

* Adaptable and quick learner
* Strong troubleshooting skills
* Creative and logical thinker
* Self-driven with a growth mindset

# Languages Known

* English
* Tamil
* Hindi