

RESUME

Srikanth.J
6& 7, C block
Anjaneya Swamy layout
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Bangalore – 560022.

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EXPERIENCE

1. Working with Infinios Business Solutions India Pvt Ltd as Assistant Manager IT from May 2017.

- Responsible for the overall Systems and Network support in terms of installing, maintaining, configuring the systems, security administration and leading in the development of processes and policies surrounding server administration.
- Installing, troubleshooting and Maintaining Ubuntu desktops.
- Monitor, troubleshoot, support and fix operating system, applications and hardware problems on desktop, Laptops and server platforms.
- Managing CRM and lead management software.
- Track and maintain IT inventory across the entire.
- Managing an inventory of approximately 100 systems.
- Take ownership and deal with the internal and external customers.
- Managing Voice loggers and generating daily call log reports.
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2. Worked with Au bon Pain café India Ltd as Assistant Manager IT from Feb 2014 to Sep 2016.

Scope:

- Supervise all daily and weekly IT procedures, report directly to IT Manager.
- Design; Implement Preventive Maintenance for all IT hardware & Software.
- Will be in charge of IT Dept. when IT Manager absent
- Responsibility for all IT related issues.
- Checking daily backups, all system interfaces.
- Supervision of IT supervisors and clerks.
- Assign IT Staff daily jobs and check lists, train them on all needed theoretical and practical procedures, trouble shooting and support with in corporate standards.
- Claim suppliers for any Software/ Hardware conflicts.
- Follow up all claims that are being forwarded to IT Dept.
- Documenting, archiving all correspondence and troubleshooting, follow up suppliers, visits and maintenance.
- Develop and adapt any ideas that bring IT services to higher level.
- Recovers any gaps that might face IT Dept.

3. Swiftmail Communication Ltd. (ISP) as Senior Technical Support Engineer from September 2012 to February 2014

Responsibilities:

- Monitor CLIENTS Wide Area Networks.
- Proactively identify, diagnose, analyze and troubleshoot issues with customer networks as well as swift core networks.
- Co-ordinate with different TELECOM COMPANIES and ensure timely restoration of Network Connectivity
- Providing telephone and remote support and onsite support if required.
- Installing, Configuring and Monitoring of Wi-Fi Access points and Modems Wireless routers.
- Working continuously on a task until completion (or referral to third parties, if appropriate);
- Contribute substantially in TEAM BUILDING and be an active TEAM PLAYER.

4. Worked at TELESOFT as Sr. Engineer Technical Support from March 2009 to July 2012.

Key Responsibilities:

- Providing L2 support on call billing, IVRS, Voice Loggers, PMSI desk and Call Center Solutions for customers like TCS, CGI, WIPRO, Flipkart, TAJ Hotels, Orange County, Fortis Hospitals, IBM, etc.
- Handling service team of 6 members.
- Co-ordinating and monitoring service Team to achieve smooth implementation of site and hand over to client. Assigning calls to engineers.
- Installation and configuring Telephone Call Analysis Software.
- Installing Voice Mail, Voice Loggers (Analog, Digital and PRI loggers). Soft Operator Console.
- Installing PMSI software for Hotel and Hospitality and HMS interfaces.
- New product demonstration and technology updating to existing clients.
- Troubleshooting the software related problems.
- Interacting with Client.
- Meeting existing customers and engaging them with AMC and cross selling of new products. Keep customers / problem reports fully appraised of progress.
- Interacting with different vendors for AMC, Servicing, and Replacement of parts etc.
- Daily Backup and Restore.

5. Worked as a Sales and Support Executive at SECURED NETWORKS from August 2007 to January 2009.

Responsibilities:

- Assembling, Installation and Troubleshooting of PC's and Other Hardware Devices.
- Installing Configuring and Managing Windows Operating Systems and other Application software's.
- Installing configuring and Managing Antivirus software's.
- Installation and Configuration of Small LANs
- Maintenance of PCs and LANs of small offices
- Providing post sale services of hardware devices and Pcs
- Interacting with Client.
- Marketing, AMC Contracts
- Interacting with different vendors for AMC, Servicing, and Replacement of parts etc.
- Keep customers / problem reports fully appraised of progress

EDUCATION

1. **SSLC** from Sheshadripuram Boys High School in First Class. (2002-2003) (66.6%).

2. **Diploma in Electronics and Communication Engineering in First Class (2007) (64%).**

From SVIT POLY TECHNIC

J.P Nagar, Bangalore.

(Recognized by AICTE, New Delhi)

TECHNICAL SKILLS

PC Hardware/Networking.

- Installation, Configuration and Up gradation of Operating Systems.
- Assembling, Troubleshooting & Maintenance of PCs.
- Installing & Configuring Local and Network Printers.
- Installing and Configuring and Managing MS Outlook.
- Creating small **LANs**.
- Configuring & Installing NIC cards, Other Hardware's.
- Installing Antivirus and support.
- Servicing of CD Rom.
- Data recovery.
- Backup and Restore.
- Configuring Wi-Fi, Access points and routers.

Operating System

- Knowledge on Operating Systems like Windows 98, ME, 2000, WIN XP, WIN 7&8.
- Windows Server 2000, 2003, 2008.
- Creating & managing users.
- Configuring ADS.
- Sharing & Securing Resources.

PERSONAL DETAILS

Name: - Srikanth.J
Father's name: - Jayasimha.R
Date of birth: - 11th OCT 1986.
Nationality: - Indian
Marital status: - Married
Mother tongue: - Kannada
Languages Known: - English, Hindi & Kannada.
Hobbies: - Playing Cricket, Listening to Music.

DECLARATION:

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Date: -

Place: - Bangalore

(Srikanth.J)