

Ravi Prasanna M

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CARRER OBJECTIVE

To pursue a highly challenging career in the field of IT where I can apply my knowledge and experience, acquire new skills with a team of professionals and provide value addition work to the organization.

PROFESSIONAL EXPERIENCE

Presently working as a Technical Support Engineer L2 (Routers and Antivirus) at INFINITE COMPUTER SOLUTIONS since April 2014 till date.

Job Profile – Technical Support Engineer L2 at INFINITE, Process – Routers and Antivirus

- Handle real-time voice calls and chat sessions with technical queries
- Handle email queries and respond in a timely-manner
- Provide remote technical support
- Configuration of various routers from Linksys, Netgear, Belkin, TPlink ect
- Troubleshooting LAN/WAN/VPN issues
- Troubleshooting Wireless Network Connectivity
- Troubleshooting network related problems with windows and mac devices
- Configuration of Range extenders
- Configuration of DVR Security Cameras (Port forwarding & Port triggering)
- Installation and troubleshooting of Security Software in Windows and Mac Computers

CERTIFICATIONS

- Microsoft Certified Technology Specialist (MCTS)
- CCNA and CCNP course completed

TECHNICAL SKILLS

- Configuration and troubleshooting of Routers
- Troubleshooting LAN/WAN/VPN issues
- Configuration and troubleshooting of range extenders
- Port Forwarding and Port Triggering
- Configuration and troubleshooting of wireless network connectivity issues
- Installation and troubleshooting of windows and mac computers
- Installation and troubleshooting of various security(antivirus) programs
- Strong database knowledge - SQL
- Hands on experience providing remote technical support using tools like BOMGAR and LogMeIn
- Windows Operating System – Windows 8, Windows 7 and older versions

- Windows Server 2003, 2007, 2012
- Hands on experience working with Microsoft applications
- Macintosh Operating System – Snow Leopard 10.6 and above

EDUCATIONAL QUALIFICATION

- B.E in Computer Science and Engineering from Vemana Institute of Technology, Bangalore
- Diploma in Computer Science and Engineering from Hindustan Electronics Academy, Bangalore
- SSLC from KRLS high school, Bangalore

HOBBIES

- Playing Cricket
- Playing Guitar
- Listening to music
- Travelling

PERSONAL DETAILS

Name : Ravi Prasanna M
Date of Birth : 22 DEC 1991
Father Name : M C Malakondaiah
Languages Known : English, Kannada, Hindi, Telugu and Tamil
Mobile Number : +919945734481
Email Address : raviprasanna964@gmail.com

DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge. If given an opportunity, I promise to give the best of my abilities to the organization.

PLACE: - Bangalore
DATE: -

Yours Faithfully
Ravi Prasanna M