**Objective:**

Intend to build a highly challenging and motivating career with committed and dedicated people, which will help me to be recognized as a responsible and competent professional.

**Professional Summary:**

* Having over 5 years of IT experience.
* A team player with the ability to take the initiative for independent work.
* Enthusiastic for teamwork and ability to lead the team.
* Quick learner, with comprehensive problem solving abilities.
* Have good analytical ability and communication skills.

**Professional Experience:**

* Currently working as a “LAB TECHNICIAN” at Alliance College of Design and Engineering, Alliance University, Anekal, Bengaluru.

From July 2013.

* Worked as a “LAB TECHNICIAN” at “Shirdi Sai Engineering College, Anekal, Bengaluru.

From May 2011 to June 2013

* Worked as a “GNOC Engineer - NOC Operations” at “MindRiver Information Technologies Pvt Ltd”, Bengaluru.

From June 2010 till Jan 2011.

* Worked as a “Project Consultant L1 Engineer - NOC Operations” at “e4e Business Solution India Pvt. Ltd” Madivala, Bengaluru.

From October 2008 till June 2010.

* Worked as Customer Support Engineer at M/S. Swastik Systems & Services., Hosur. From Dec’ 05 to June’ 08.

**Technical Skills:**

* Computer Assembling & Servicing.
* Desktop Management, Installation,Configuration & Troubleshooting of Windows 8, Windows 7, Windows Vista, Windows XP and Windows 2000 Professional.
* Basic knowledge of Administration on Windows 2003 server Active Directory Service and Network Infrastructure (DHCP, DNS, IIS, Remote Access, VPN).
* LAN/WAN connections, Management and TCP/IP configurations.

**WORK EXPERIENCE:**

**Shirdi Sai Engineering College**

**Roles & Responsibilities:**

* Desktop Management.
* Installation, Configuration and Troubleshooting of Systems.
* Maintaining Computer hardware.
* Maintaining and troubleshooting of Network.

**MindRiver Information Technologies Pvt LTD**

MindRiver Information Technologies ([www.Mindriver-IT.com](http://www.Mindriver-IT.com)) offer Technical and IT Infrastructure Solution Provider. MindRiver also delivers People Consulting Services, Software Asset Management Service, Business Continuity Service, Application Management Service, Managed Security Service and ITIL Consulting Service.

**Roles & Responsibilities:**

* Monitoring & Managing clients IT infrastructure in 24/7 environment.
* Monitoring using Sitescope Tool.
* Handling issues escalated from internal team and L1 team.

**e4e Business Solutions India Pvt. LTD**

e4e Business Solution ([www.e4e.com](http://www.e4e.com)) is a leading Technical and IT Infrastructure Solution Provider and it offers L1, L2 & L3 support for remote IT infrastructure monitoring/managing (systems, security, networks) and enterprise IT Helpdesk services.

**Roles & Responsibilities:**

* Monitoring & Managing clients IT infrastructure in 24/7 environment.
* Monitoring using HPOM, OVIS, NNM, Sitescope, IT Groundwork, Nagios, Cacti and Gomez.
* Monitoring Internet Bandwidth Utilizations and Website Performance and URL’s availability.
* Ticket creation and tracking using tools HP Service Desk, Right Now & OTRS.
* Handling issues escalated from internal team and L1 team
* Proactive event identification, verification, tracking, and notification to ensure application and infrastructure maximum uptime.

**Swastik Systems & Services**

An HP Compaq Systems dealer primary mission is to provide innovative, high quality, timely and cost effective IT solutions for its client's success.

**Roles & Responsibilities:**

* Computer Assembling & Servicing.
* Desktop management.
* Installation and configuring of printers.
* Troubleshooting Windows desktops.
* Maintaining computer hardware.
* Updating Windows Patches and Antivirus management.
* Installations and Configuration of Device Drivers, user applications Such as Ms-Office, Visual Studio, Antivirus, Nero, Adobe, Macromedia tools etc.
* User administration and password policies.

**Educational Qualification:**

|  |  |  |
| --- | --- | --- |
| **Course** | **Institute Name and University** | **Year of Passing** |
| Diploma in Electronics and Communication | Siddaganga Polytechnic, Tumkur. | 2000 |
| 10th | Government Boys Higher Secondary School, Hosur. | 1997 |

Also undergone Hardware and Networkingcourse at M/S. Jetking Info train Limited, Jayanagar, Bengaluru.

Also completed Remote Infrastructure Management course at NTTF Training Centre, Electronics City, Bengaluru.

**Personal Details:**

Father’s Name : K. Ramamurthy

Date of Birth : 19-10-1981

Sex : Male

Marital status : Married

Languages known : English, Kannada, Telugu, Tamil and Hindi

Permanent Address : #115, Hosur Main Road,

Mathigiri,

Hosur-635110.

Present Address : #66/5, Nanjappa Building, GKS Nagar

Near I.T.I., Mathigiri,

Hosur-635110.

Mobile Number : 09944318370

Place: HOSUR **R.Kumar**

Date: 21-08-2013