**RESUME**

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**S.SAWAN KUMAR**

Mobile: **+91–7259759529** E-mail: [**sawankumar694@gmail.com**](mailto:sawankumar694@gmail.com)

**OBJECTIVE:**

**To work for an organization, that promotes professional development based on employee’s dedication and loyalty. To constantly learn and utilize my skills and abilities to add value to the organization and apply the knowledge thus acquired, with an eye on quality.**

**EDUCATIONAL QUALIFICATION:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| ***Year Of Passing*** | | ***Course*** | ***Institution*** | ***University*** | | ***Percentage*** |
| **2005** | | **S.S.L.C** | **ST.Matthias School, Mysore** | **KSEEB Bangalore** | | **55.04%** |
| **2012** | | **Diploma in Computer Science and Engineering** | **Srimath Polytechnic Mysore** | **Department of Technical Education Board, Bangalore** | | **66.4%** |
| **COURSE PERSUED:** | | | | | | |
| **2013** | **CCNA**  **(Cisco Certified Network Associate)** | | **Linux Academy** | | **Linux Academy, Mysore** | **Pass** |
| **2013** | **MCITP - Server 2008**  **(Microsoft Certified IT Professional)** | | **Linux Academy** | | **Linux Academy, Mysore** | **Pass** |

**WORK EXPERIENCE:**

**Industry: Information Technology**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Company*** | ***Duration*** | ***Designation*** | ***Reason for leaving*** |  |
| **WIPRO INFOTECH**  **Metagalli, Mysore.**  (Behalf of RPS Consulting Pvt. Ltd.) | **Mar 2011 – May 2012**  **(1.3 Years)** | **Technical Support Executive** | **Better Opportunity** |
| **Thought Focus Information Technologies**  **Kuvempunagar, Mysore.** | **Mar 2013-May 2013**  **(2 Months)** | **System Administrator** | **Better Opportunity** |

**Industry: Media and Entertainment**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Deluxe Digital Studios**  **Embassy Golf Link Business park, Bangalore.**  It’s a major Hollywood based Post Production Company. | **June 2013 – Oct 2014**  **(1.5 Years)** | Worked as **Freelancer QA Engineer** forAudio, Video, Subtitles & 3D for HD DVD, Blue Ray Discs Production. | **Less work environment.** |  |

**ROLES AND RESPONSIBILITIES IN IT DOMAIN:**

**Since from the year 2008 to present:**

* **Identify, trouble shoot, and analyze computer related issues. Determine appropriate course of action, and conduct repairs, modification, and upgrade internal components, Laptops and peripherals as needed.**
* **Prioritized, triaged and escalated support and helpdesk calls / emails / web forms submission to ensure the fastest processing and most efficient support possible.**
* **Provided 1st tier support of network products developed on windows platform**
* **Follow up with customer after resolution of their cases.**
* **SBI Life Insurance (Remote Support)**
* **BHEL (Remote Support)**
* **OICL (Hands On experience on Installation of Desktop’s, Printers and Domain Configuration)**

**TECHNICAL SKILLS:**

* **Installation and Configurations of Windows XP, Windows 7, 8**
* **Good understanding of work/support environment**
* **Good experience on installation & troubleshooting of desktops/laptops and printers**
* **Good experience on installation & troubleshooting of Windows XP, antivirus & MS-Office**
* **Knowledge of Active directory, DHCP and DNS**
* **Basic knowledge on Raid Configuration**
* **Knowledge of Modems, Routers and Switches**
* **Diagnose Troubleshoot malfunctions in the operation of hardware, software & networking**
* **Basic troubleshooting of domain controller problems**
* **Maintain users and groups resources and taking backup**
* **Trouble shooting Desktop connectivity**
* **Assembling, maintenance & troubleshooting of desktop/Laptop**
* **MS-Outlook & Outlook express mail configurations & backup**
* **Installation and Configuration of all kind USB & Network Printers**
* **Vendor coordination**
* **Basic maintenance knowledge on Online UPS & Generator**

**Personal Information:**

|  |  |  |
| --- | --- | --- |
|  | | |
| DOB | **24th June 1989** | |
| Marital Status | **Single** | |
| Hobbies | **Learning Technical Stuffs, Sound Mixing & Editing, Short Movie making, Reading Spiritual Books.** | |
| Languages | **English, Hindi, Kannada, Marathi** | |
| Address | | **No 694, Shivrathreshwar Nagar ‘B’ Layout Bannimantap Mysore - 570015** |

***Declaration:***

**I hereby declare that all the details furnished above are true to the best of my knowledge**

**and belief.**

**Place: Bengaluru Yours Sincerely,**

**Date: S.Sawan Kumar**