**Sridhar S**

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Email ID: sri2011.hosur@gmail.com

CAREER OBJECTIVES:-

To take up a challenging research oriented career and contribute in the growth of my Organization utilizing my technical and research skills and continuing to learn and adept the latest innovations and Technical advancements.

ACADEMIC QUALIFICATIONS:-

* Currently doing BCA 3rd year in Madurai Kamaraj University through distance education.
* Diploma in Computer Engineering from Er.Perumal Manimekalai College,Hosur

Year of Passing 2008

* 10th Standard Year of Passing 2005

DESKTOP AND SERVER MANAGEMENT:-

* Supporting VARIAN,AXCELIS,FLIR,ONITY,T-Mobile, JUNIPER, MERCK, FFIC  and GSI projects at HCL Technologies
* Managing Standard requests like issuing accesses of admin rights, RDP access and restoring user data as per the HCL IT policy
* Troubleshooting user queries by providing efficient on-site support using Remote Desktop and Dame Ware Mini Remote Control Tool or through MS Lync2010 desktop share
* Installation, Configuration and troubleshooting the problems related to Microsoft Outlook
* Resolving issues related to Browser/ Internet/ Intranet/ Client sites
* Installation, Configuration and troubleshooting of File server, Print server, Exchange server

Active Directory, DHCP, DNS and SCCM Servers.

EXPERIENCE:-

**Total Year of Experience: 5.2 Years**

* HCL INFOSYSTEMS Ltd**,** Bangalore **Sep 2008 – Jan 2013 (4.4 years)**

**ROLE:** System Engineer **CLIENT:** HCL Technologies Ltd, Bangalore

* Dixit InfoTech Pvt Ltd, Bangalore **Jan 2013 – Apr 2013**

**ROLE:** System Administrator **CLIENT:** Paladion Networks Pvt Ltd, Bangalore

* Crystal solutions Ltd**,** Mumbai **Dec 2013 – Till Date**

**ROLE:** Remote Support Engineer **CLIENT:** Tata Teleservices Ltd, Bangalore

**Roles and Responsibilities:**

* Configuring of outlook (2007, 2010) And Creating Personal Folder.
* Installing and Updating Anti-Virus (Symantec)& USB enabling, patch updating, troubleshooting.
* Troubleshooting all kind Of Domain Issue.
* Basic Software Installation (Visual Studio, MS Office, MS Communicator, Citrix, Java, Adobe Acrobat, Tom Cat, MS Visio and Ms. Project).
* Installing SCCM Client on Desktop’s.
* Resetting password and unlocking the user accounts.
* Creating standard & Privilege accounts for users to grant specific set of administrative privileges
* Installing and configuring Software.
* Changing the Proxy settings for Client Side Users in Laptop.
* Network Plotter Configuration.
* Installing or Formatting the Work Station By (XP 32 Bit And 64 Bit, Windows 2003 Server 32 Bit And 64 Bit ,Windows 7,Windows 8,Windows Server 2008)
* Solving any hardware related issue in workstation machines. For e.g. (HCL, DELL, HP)
* Configuring the Lotus Notes and Installation.
* Providing IT support to 900 End users.
* Monitoring & troubleshooting Windows Servers, clients and providing L1/L2 support to Windows Servers
* Providing permission to users and Troubleshooting license /application related issues of Engineering tools (Autodesk Inventor, Solid works, AutoCAD, Pro-E and etc.)
* Installing and configuring Network Printers and providing access to clients
* Providing basic level support for network related issues
* Attending Client call of different projects to test application and connectivity issues with their client.
* Escalating /follow-ups of severity calls like issues related to connectivity /link down as per the defined escalation matrix.
* Coordinating with different kinds of vendors for Hardware & Software requirements.

PERSONAL DETAILS:-

Date of Birth : 28/05/1990

Father’s Name : Shankar S

Languages Known : English, Tamil, Kannada,and Telugu

Permanent Address : 52/14-7 Periyar Nagar,

Near Murugan Temple,

Railway Station Road,

Hosur – 635109

Krishnagiri (DT)

Date : Yours sincerely,

Place : (Sridhar S)