### **SELVARAJ[http://www.distance-learning-centre.co.uk/images/MCTS.gif](http://www.google.co.in/url?sa=i&source=images&cd=&cad=rja&docid=YbxrJavmBiumVM&tbnid=7QMTOLQ0iOLD7M:&ved=0CAgQjRwwAA&url=http://www.distance-learning-centre.co.uk/products/354/MCTS_70_680___WINDOWS_7_COURSE.htm&ei=ZpZRUf-vD5DrrQepoYGoBQ&psig=AFQjCNEpaBtevYQJ4ER-cKJc0a2IImf83Q&ust=1364387814282483)**

Contact No: +91 9944482054

Email ID : selva.ece311@gmail.com

**CAREER OBJECTIVE:**

To serve an esteemed organization holding a challenging and responsible position, in the field of storage and backup with an unrestrained vertical growth ensuring creditable performance through sheer contributions to my work and by synergizing the elements in my circle of influence.

**PROFESSIONAL SNAPSHOT**

* An astute professional with4+ years of experience in desktop Administration with technical expertise in the implementation, operations and support functions of mission**-**critical business solutions using IT as a tool.
* Technical understanding of**:**

**Windows Desktop Administration**

* Adept in analyzing information system needs, evaluating end-user requirements, custom designing solutions, troubleshooting for complex information systems management.

**CAREER CERTIFICATION:**

Windows Server 2008 Active Directory

**TECHNICAL EXPERTISE**

* Hardware : IBM X -series, HP Ploliant,Dell and Blade servers,
* Operating System : Windows 2003, 2008,Windows7,8 &XP
* Backup Software : NTBackup

**PROFESSIONAL EXPERIENCE**

**Wipro Info Tech (SEP 2014 – March 2016)**

Client: **National Informatics Centre**

Roles & Responsibilities:

* Installing, configuring and administration windows Operating System Desktop.
* Managing Local & Network Printers and connectivity. Troubleshooting problem related with Windows /XP/Vista based platforms.
* Polycom VSX 7000 System Configuring & Point to Point Video Conference handled. The Video conferencing services of NIC are utilized by the Central Government as well as state Governments & various departments are being used for monitoring of various Government Projects, Schemes, Public Grievances & Distance Education (NKN Project).
* Performance monitoring analysis and troubleshooting using SCOM monitoring tools
* Coordination with vendors, customers and application team in case of Hardware/Software problems and Hardware/Software up gradation.
* Provide technical responses to customer’s requirements.
* Coordinate with other teams and make sure that the problem is resolved.

**HCL Infosystems pvt ltd (FEB 2011 – APR 2014)**

Client:**HCL Technologies ltd**

Roles & Responsibilities:

* Handling desktop related severity tickets &Service Request using Remedy tool.
* Managing HCLTechnologies All types of Laptop & Desktop.
* Knowledge in Desktop Management, User Management & Asset Management.
* Managing and maintaining Symantec corporate antivirus.
* Creation deletion and modification of User, group and OU in Active Directory.
* Installation, Configuration and Troubleshoot Virtual Private Networks (VPN) at client systems.
* Installation & configuration of windows 2003 Enterprise server and Oracle Database 9i & 10g.
* Remote Monitoring & Call management. Primary activities are: - Providing technical and functional support to team members.
* Troubleshooting desktop calls i.e. application issues, hardware issues, outlook configuration, installation of application, printer installation.
* Handling server related severity tickets & Service Request using BMC Remedy.
* Taking responsibility on SLA Adherence and Handling ITIL Service Management.

**EDUCATION:**

* B.E in Electronics and communication Engineering (May 2010) from Arignar Anna Institute of Science & Tech with 67% aggregate.
* Diploma in Electronics and communication Engineering (April 2007) from Govt. Polytechnic College, Krishnagiri with 78% aggregate.
* SSLC (April 2004) from Government Higher Secondary School at Elagiri, Tamilnadu with 80% aggregate.

**PERSONAL PROFILE:**

* Date of Birth - 07-07-1989
* Gender - Male
* Nationality - Indian
* Marital status - Married
* Language Known - English, Tamil

**DECLARATION:**

I hereby declare that the above information’s are true to the best of my knowledge. I am also confident of my ability to work in a team.

Place:

Date: **SELVARAJ. S.M**