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| **RAAMSHIBY S**  Email Id:shibyraam@gmail.com  Mobile: +91 9790360545 | Description: MCP(rgb).jpgC:\Users\Kalaimagal\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Shiby Photo.jpeg |

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| **Objective:**  To be employed by and affiliated with a professionally oriented company where I may apply my quality-driven professional ethics to support its efforts to satisfy customers.  **Summary:**   * Installing, Maintaining & Troubleshooting support to all types of Intel based server like Dell Power Edge and IBM X series servers. * Installing, Administrating and Troubleshooting Microsoft windows server 2019/2016/2012/2008/2003. * Upgrading the versions and Updates through update manager. * Handling Escalated Tickets & Change management through Workflow max(Third Party) * Remote administration of servers through RDP, SCCM, Dell DRAC, HP ILO. * Installing, Configuring and managing Antivirus server like Symantec Antivirus End point protection server. * Entry-Level Data Scientist who is keen to contribute to a cause. I am young, energetic and geeky individual whose desire to learn is endless |

**Technical Skills:**

* My experience includes Active Directory, Configuring DHCP, DNS, WSUS, WDS
* Implementing Domain and Local Policies. Implementing GPO’s
* Knowledge in Windows 2016 Server to Windows 2019 Server Migration
* **Server Hardware** - IBM eServer xSeries, Dell Power edge (DELL Power vault Nx 3100, IBM x3650, x225, x3200)
* **Operating System** - Windows Server 2003/2008/2012/2016/2019, Windows 11 / 10 / 8.1 / 7 / Vista / XP and entry level knowledge in Linux
* **Python Programming Language,** Machine Learning, Data Visualization, Pandas, Numpy, Matplotlip, Seaborn, Scikit learn, Tableau & SQL

**Certifications:**

* Windows Server 2008 Active Directory, Configuring Windows server 2008 -70-640
* Diploma in Computer Hardware ( APEX Institute )
* Data Science from python scratch ( Rajalakshmi Eduverse )
  + Project : Water Quality Analysis
  + Github link : <https://github.com/shibyraam/Project_DS>

**Professional Experience:**

Organization : **KALAIMAGAL TEXTILES**

Designation : **Technical Support Engineer March 2015 to Till Date**

Organization : **Unique Technologies**

Designation : **Technical Support Engineer June 2008 to Feb 2015**

Organization : **Wings Computers**

Designation : **Desktop Support Oct 2007 to April 2008**

* Installing Operating Systems and required software’s through remote installation.
* Frontline support for desktop support – Helpdesk Functionality.
* Troubleshooting of Desktop, OS and Computer Peripherals problems by identifying root cause, links and LAN issues,
* Escalation of un-resolved problems to second level support as per SLA.
* Installation and configuration Outlook client setup and configuration.
* Resolving user queries in Microsoft office applications and other Applications
* Constantly interacted with the IT vendors and upgrade IT equipment as per organizational requirements and procured consumables.
  + Troubleshooting network problems and Coordinating with ISP provided Internet and PRI leased line issues.

**Education:**

* B.C.A from Madurai Kamaraj University, Theni (2011 – 2013)
* H.S.L.C from St. Aloysius Boys Higher Secondary School, Royappanpatti, Theni (2005 – 2006)
* S.S.L.C from Palaniyappa Memorial Higher Secondary School, Palanichettipatti, Theni (2003 – 2004)

**Personal Information:**

* **Fathers Name -**  Sakthivel S
* **Date of Birth**- 14-06-1989
* **Marital status -** Married
* **Current Location –** 120, Kalaimagal Garden, West Palladam, Palladam–641664.
* **Permanent Location –**14-3-4, N.R.T.Street, Palanichettipatti, Theni – 625531.
* **Languages Known** - English & Tamil

Yours Sincerely,

( Raamshiby S )