

CURRICULLUM VITAE

Gokul R

No.3/208, Sivan koil street, Mettuppalayam Village,

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CAREER OBJECTIVE

Dynamic, results-oriented IT executive with comprehensive professional skills and over **2 years 9 months** of experience. To take up a challenging and innovative job for which I can effectively utilize my Technical & Functional skills and grow along with the Organization, enhancing my knowledge.

Education:

- **Diploma in Computer Science Engineering(2017-2019) – 63%** at Government Polytechnic College ,RK Nagar Chennai.
- **HSC 2017–68%** from R.C.M.Higher Secondary School , Avadi.
- **SSLC 2015 -79%** from R.C.M.Higher Secondary School , Avadi.

Experience:

- IT Support Engineer at Sri kalasthi Pipes & Electrosteel Castings Ltd on Nexbase Information Technologies,Chennai – (01-05-2021 to 31-05-2022).
- System Engineer at Netaccess India Ltd ,Chennai – 01-06-2022 to till date.

Technical Strengths:

- Operating Systems : Windows 7 ,Windows 8.1 ,Windows 10,Windows11
- Hardware : PC Assembling ,Laptop spare replacements ,Hardware issues troubleshooting.
- Networking : Troubleshooting network issues , RJ45 cables crimping, Monthly Static & Free IP addressing , Ruckus , Aruba & Cisco Access points configuration.

Skills:

- Problems Solving Skills.
- Strong Communication Skills.
- Keep Calm Under Pressure.
- Strong Mail Communication Skills
- Remote Support Skills (Anydesk , Team Viewer ,VNC Viewer)

Job Responsibilities :

- Handling Software ,Hardware & Non Technical works
 - Maintaining 600 Assets (Desktops , Laptops , workstations).
 - OS installation (Windows 7 ,8.1,10,11).
 - Hardware related issues (HDD, SMPS,Finding Motherboard Issue).
 - Data Backup & Restore .
 - Outlook Mail Configuration.
 - IP Addressing.
 - Install & Updating Antivirus.
 - Call lock vendors (Dell , HP , Lenevo).
 - Vendor follow up.
 - Vendor Coordination.
 - Mail communication skills.
- Maintaining Printers , Scanners , Bacrode & Plotter
 - Printers & Scanners Installation.
 - Clearing Paper Jamming , Image Unit , Drum Unit Issues.
 - Monthly Once Catridges Replacement.
 - Barcode printers (Routecard & Datamax ,Honeywell) Printers troubleshooting.

Job details:

- Install and Configure Mail Servers (**Office 365 and Outlook 2013,2016,2019,2021**)
- Manages Windows network (users, computers, printers, etc.)
- Maintaining 600 Assets (Desktops, Workstation, laptops & Printers)
- Windows 7,8,10 & 11 OS installation.
- Trend micro apex one antivirus management.
- Monthly once preventive maintenance for (Desktops, Workstations &laptops)
- Vendor management, Coordination& Vendor follow ups
- Hardware troubleshooting (Desktops, Laptops, Workstations)
- Softwares troubleshooting (Autocad, Solidworks, Copra, Bricscad, Oracle)
- Monthly password maintenance and scheduling
- Ticket Status Check, update &Close req thorough ticketing tool.
- IIOT (Industrial Internet of Things) Management.
- SOTI MDM (Mobile device management) installation & troubleshooting.
- Weekly, Monthly and Yearly backup and restoration.
- Maintained inventory of installed desktop hardware and software components to keep records accurate and updated.
- Configuration of ARUBA, Ruckus& Cisco Access points.
- Creating new VLAN and configuration.
- Password reset in AD self service.
- Monthly doing preventive maintenance for all desktops ,laptops & workstations.
- Managing internet access for all users like (Basic internet access , Mid level internet access & Full internet access.

- Monitored network performance and provided network performance statistical reports for both real-time and historical measurements.
- Samsung TABS management .
- Work with Assigning ticketing tool (eCTS).
- Checking working status on daily basis of Access points , Network Switch , Printers through command.
- Creating data backup servers for users.
- SATA , NVMe M.2 SSD installation in desktops & laptops .
- Handling ATS (Asset Tracking System) to identify assets.
- Creating sharing folders with permission.

PERSONAL DETAILS :

Date of Birth : 27-05-2000

Nationality : Indian

Father's Name : Roji

Languages Known: Tamil , English ,Telugu

Preferred Location: Chennai, Bangalore,

Hyderabad

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I hereby confirm that the information given above is true to the best of my knowledge.

Date:
Place: chennai

Yours Sincerely,
GOKUL R