

VIGNESH

S Y S T E M S U P P O R T E N G I N E E R



☎ 9994893652

✉ srivigneshwar41@gmail.com

📍 Madurai, India

CAREER SUMMARY

- Resourceful Technical Support Engineer polished in restoring system functionality by quickly assessing and resolving diverse system problems. First -rate troubleshooting, diagnostic and repair skill combined with strong attention to details and systematic approach

SKILLS

- System Configuration
- Software And Hardware Installation
- Troubleshooting Network Issues
- Hardware Troubleshooting
- Active Directory
- Office 365
- VPN
- IP Configuration
- Basic PHP

EXPERIENCE

SYSTEM SUPPORT ENGINEER

Cognizant Technology Solutions(Contract), Coimbatore.
Dec-2021 Present

- Voice Process
- Connecting user via call
- Connecting user machine in remote tool
- Prepare reports on daily basic call log
- Replied to customer queries via call, messaging systems and support ticket platforms
- Monitored ticketing system queues for incoming requests from customers
- Resolved network connectivity issues
- Configured user accounts, permissions and passwords according to company policies

SYSTEM SUPPORT ENGINEER

Kevell Corp, Madurai.
Jan-2023 Present

- Resolved network connectivity issues
- Installed, Configured and maintained computer hardware, software and peripherals
- Provided technical assistance and support for queries Resolved network connectivity issues and issues related to computer systems, software and hardware

EDUCATION

M. COM

2020

Yadava College, Madurai.

B. COM(IT)

2017

Yadava College, Madurai.

SENIOR SECONDARY

2014

Govt.Higher Sec.School, Munaivendri