SIVAKUMAR K

Network Support Engineer | IT Support | System & Network Troubleshooting
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PROFESSIONAL SUMMARY

Networking and IT Support professional with experience supporting enterprise operations through network troubleshooting, system administration, and end-user support. Strong understanding of networking fundamentals including LAN/WAN, TCP/IP, DNS, and DHCP. Hands-on experience working in Windows and Linux environments, resolving connectivity issues, and collaborating with IT teams to ensure uninterrupted business operations.

PROFESSIONAL EXPERIENCE

Ninestars Information Technologies Pvt. Ltd. — Junior Associate / IT & Network Support
May 2022 – July 2024

- Provided first-level network and system support for internal users, resolving LAN connectivity, login, and application access issues.

- Assisted IT teams in troubleshooting network-related problems, reducing operational downtime.

- Monitored system performance and reported recurring connectivity and infrastructure issues.

- Maintained technical logs, user records, and system documentation using Excel.

- Collaborated with cross-functional teams to ensure smooth IT operations across projects.

TECHNICAL SKILLS

• Networking Fundamentals: LAN, WAN, TCP/IP, DNS, DHCP, IP Addressing
• Network & System Troubleshooting
• Windows & Linux OS Administration (Basic)
• Desktop, Printer & Peripheral Support
• Cloud Computing Fundamentals
• Documentation & Reporting (Excel, Word)

EDUCATION

B.Sc. Computer Science – 84%
Sri Sankara Arts and Science College
June 2018 – May 2021

CERTIFICATIONS

AI & Machine Learning, Python for Data Science (Technical foundation supporting IT & networking automation)