

VAISHAL.S

IT Help Desk & Support Executive

Seeking an opportunity to utilize my technical expertise to provide timely, cost-effective IT support and maintenance in a challenging environment. Passionate and dedicated to work with Team. Provided best support to clients such as configuration of software, installation and trouble- shooting of computer hardware and software. Participated in the testing and evaluation of new hardware and software to Implement for Clients Needs.

CONTACT

- +91 9500333183
- Vaishrkz08@gmail.com
- 26/9, Member Venkatachalam Rd, Saibaba Colony, Coimbatore – 641038.

SKILLS

- Quick Learner
- Time Management
- Remote Support
- Basic Networking
- Desktop support
- Troubleshooting

SOFTWARE

- Microsoft Office Suite
- Google Workspace
- Cloud Computing
- Linux basics
- Proxmox
- Firewall
- VPN
- HIS ERP
- Ticket documentation System

LANGUAGES

- Tamil (Read / Write)
- English (Read / Write)

INTERESTS

- Reading
- New Tech Stuff
- Opensource GIT

EXPERIENCE

Freelance L1 - IT Help Desk & Support Executive

Dec. 2020 – Jun 2025 | Coimbatore.

- Installing new software and hardware drivers and updating existing ones as needed. Pc's, Laptops, etc...
- Responding and resolving technical support requests from employees or clients, either remotely or in person.
- Training users on applications and improve productivity.
- Co-ordinating with HIS (Hospital Information System) provider & Maintaining Flawless Experience in HIS throughout the Client workplace.
- Troubleshooting problems related to hardware, software, and networks, and fixing, Logging issues for future reference.
- Managing user accounts and providing credentials or permissions as required.
- Firewall & Network monitoring & updating.
- Maintaining inventory of IT assets and recommending hardware replacements or upgrades when needed.

EFFITRAC SOLUTIONS – Implementation & Support Engineer

Dec. 2019 – Jul 2020 | Tidel Park, Coimbatore.

- Done Internship in Implementing ERP Software to Clients & Providing 24/7 Support on the modules like HRMS & Payroll, Production (Textile/Manufacturing), Billing & Accounting Modules.
- Updating client servers & maintain good quality support to end user & customers.
- Configuring Client Devices & servers for end users.

EDUCATION

DevOps Certification Training (In Progress)

AUG. 2025 | StarAgile Institute

Master of Commerce (M.Com) – 83% CGPA

APR. 2022 | Rathinam College of Arts & Science, Coimbatore.

Bachelor of Commerce (B.Com) – 63% CGPA

APR. 2020 | Rathinam College of Arts & Science, Coimbatore.