

SURAJ SASEENDRAN

Mob:+91 9995391324

Email:surajsasi5589@gmail.com



OBJECTIVE

To obtain a job where I could utilize my skills and knowledge and further enhance them to contribute to my development as a person and to be able to become a part of a team for the development and achievements of the company where I am working as a member and thereby become successful in my future career.

PROFESSIONAL EXPERIENCE

Company : CMS IT Services (Client: Tata Global Beverages Ltd, Willingdon Island, Kochi-03)
Position : L2 Support Engineer
Period : Dec 2018 – August 2019

Roles & Responsibilities:

- Support and maintain all the IT services for two locations (Tata Tetley Division & Primary Buying Office)
- IT Assets management includes procuring, allocation, upgradation, maintenance, scrapping.
- Follows daily checklist for proper IT service functionality of Physical Servers, Network devices, Video conferencing devices.
- Vendor management for various services like telephony, internet providers, MF printers, desktops, laptops.
- Backup data from file servers on daily basis and ensure backup compliances for all desktops and laptops allocated to users by checking cloud-based backup software called Druvalnsync.
- Working on defect reports on Antivirus (Symantec) and ensure all the system are updated with latest patches.
- Install SCCM clients and configure them and ensure it is updating properly in all the systems.
- Diagnose and resolve hardware, software and network issues by self or coordinating with respective team or vendors on a systematic approach.
- Ensuring all the IT assets are updated with latest patches of Microsoft windows OS and office 365 applications. Power BI tool is being used to get daily defect list.
- Installing, troubleshooting Sophos Encryption software for laptops which enables and manages microsoft's bit locker encryption.

Company : JConnect Infotech (Client: Wipro Technologies, Infopark, Kochi-30)
Position : L1 Desktop Support Engineer
Period : June 2016 – Dec 2018

Roles & Responsibilities:

- Configure all computer system into the network domain.
- Troubleshoot and resolve the software and hardware issues.
- Install and Upgrade Microsoft office packages and operating systems according to end user requirements.
- Ensuring Security packages are installed and updating in all the computer systems connected in the domain.
- Installing authorized applications in end user systems upon various level of approvals.
- Troubleshooting network issues related with proxy, DNS, DHCP, VLANs.
- Support to network team by setting up remote connections with various firewalls, switches, routers.
- Talking to end users and different teams through a series of actions, either face to face or over the telephone for ensuring timely support and resolution of various issues.
- Installation and troubleshooting of client VPN software like Fortinet, Cisco Any connect, Cisco VPN client, Cyberroam, Aventail.
- Develop and manage effective professional working relationships with co-workers, end-users and other team members.

Company : BomTV India Pvt Ltd, Cochin-682025
Position : Technical Support Executive
Period : Aug2011–Feb 2016

Roles & Responsibilities:

- Install and configure computer systems, diagnose hardware/software faults and solve technical and applications problems, either over the phone or in person.
- Talking to staff/clients through a series of actions, either face to face or over the telephone.
- Troubleshooting system and network problems and diagnosing and solving hardware/software faults.
- Providing support, including procedural documentation.
- Setting up new users' accounts and profiles and dealing with password issues;
- Responding within agreed time limits to call-outs.
- Working continuously on a task until completion (or referral to third parties, if appropriate).
- Prioritizing and managing many open cases at one time.
- Rapidly establishing a good working relationship with customers and other professionals.

EDUCATIONAL QUALIFICATIONS:

- B. Tech in Electronics and Telecommunication from Mahatma Gandhi University, Kerala (2006-2010)
- Higher Secondary Examination from Govt. Higher secondary, Kerala (2006).
- SSLC From Sri Gujarathi Vidyalaya High School, Kerala (2004)

ADDITIONAL QUALIFICATIONS:

- Microsoft Certified Solutions Expert in Server Infrastructure (Certified on May 2014)
- Cisco Certified Network Associate in Routing & Switching (Course completed)

PERSONAL PROFILE:

Date of Birth : 05-05-1989
Sex : Male
Nationality : Indian
Marital Status : Married
Language Known : English, Malayalam, Tamil, Hindi
Passport number : M3377684

Place : Cochin, India

Date : 01-11-2019

Sincerely,

Suraj S