

**SIVAKUMAR S**

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**IT SUPPORT *ENGINEER***

A competent IT support professional with a proven track record of providing specialist technical and helpdesk support. Extensive experience of working in the front-line Helping clients and colleagues resolve complex technical IT issues. Possessing excellent client facing skills, natural problem solving and analytical skills and able to contribute to the development of best practice, procedures and policies within a company.

* Working experienced in desktop applications, computer peripherals, Operating Systems, Remote support and Onsite support.
* Excellent knowledge of IT Service Management tool and ticketing system.
* Accurately record all customer communications using the appropriate Service Desk software.
* Email configuration Support and Windows 10 migration and Office 365 support.
* End User Backup & Recovery and troubleshooting network related issues.

***CARRIER* HISTORY**

**Company Name: Madras Radiators Pressing Ltd**

**Designation: IT Support Engineer**

**Duration: Mar 2017 – July 2019.**

**Roles & Responsibilities:**

* Managed PHP ticketing tools. Request / Incident / Interaction.
* ERP (SAP, TALLY, ROADMAP and SWIFT) installation & troubleshooting mapping and rooting.
* Troubleshooting knowledge of Hardware, Software, Networking and Bio matric Attendance systems.
* Troubleshooting Desktop, Laptop, Scanner, Printer, Tablet and all peripherals.
* LAN Crimping, Switch, Router, HUB Configuration and Troubleshooting
* Windows 10 Migration and Office 365 configuration and support
* Active directory Management and DHCP, DNS Configuration.
* Works with third parties to resolve various technical issues.
* OS Hosting and Backup data’s using CMD (Push & Pop),software.
* Troubleshooting all kind of Operating Systems such as Windows, Linux and MAC
* E-mail Configuration and Backup using Thunderbird and MS Office Applications

**Company Name: Ensure Support Services India Ltd**

**Designation: Desktop Support Engineer.**

**Duration: Oct 2014 – Sep 2016.**

**Roles & Responsibilities:**

* Working in ticketing tool and resolve the problems remotely or escalate to right team.
* Natural interest in IT with a desire to stay abreast of new technologies.
* Configure Windows 2012 server and AD server configuration.
* Ability to produce clear, concise and accurate documentation and job notes.
* Active directory Management and DHCP, DNS Configuration.
* Office 2010/2013/2016 configuration and support.
* The ability to articulate at a technical level appropriate to the circumstances.
* Works with third parties to resolve various technical issues.
* Updates Call Management System clearly specifies progress and resolution details.
* Resolves problems in accordance with prescribed process & procedures

**Company Name: Maha Electronics Pvt Ltd**

**Designation: Desktop Support Engineer**

**Duration: Oct 2012 – Oct 2014**

**Roles & Responsibilities:**

* Supporting more than 700 EUC& workstations.
* Supporting end users personally or via phone.
* Hands on experience in Desktop, printer and Laptop Repair – Software & Hardware Problems.
* Installation and Maintenance of all user workstations (Security, Updating Anti-Virus, OS Application)
* Provide basic troubleshooting in any network related issue.
* Maintain local phone connectivity.
* Email Set up and configuration for end user.
* Installation & Configuration of Network Printers
* Provide Inventory of PCs, Laptops, IP Phones and other peripherals
* Working knowledge of Remote desktop connection.

**PERSONAL SKILLS**

* Team lead with the ability to motivate and educate other team members in principles of service delivery excellence.
* Ability to demonstrate clear & confident communication skill both written and verbal.
* Ability to deal with problems and technical issues in a friendly, calm and reassuring manner.
* Excellent problem-solving ability.

**ACADEMIC QUALIFICATIONS**

* **BE (Electronics & Communication)**, Syed Ammal Engineering College, Anna University, India in 2012.

**PERSONAL INFORMATION**

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| --- | --- | --- |
| Date of Birth | : | 19-06-1991. |
| Gender | : | Male. |
| Passport | : | M2730851. |
| Nationality | : | Indian. |
| Marital Status | : | Single. |
| Linguistic Abilities | : | Tamil, English. |
| Address | : | 93/13 ujji samy kovil,  4th cross street chokkalingapuram,  Aruppukottai, |

**DECLARATION**

I will be pleased to serve your organization and assure you that I always fulfill the business needs and carry out work above and beyond your expectations.

**Signature,**

**(Sivakumar S)**