

# Vithurshan Selvarajah

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## PERSONAL PROFILE

An IT professional with 2 and a half years experience working with small businesses and managed service providers. Experienced in helping customers over the phone and in person resolve all types of IT queries: from installations to hardware and from networks to service requests. Well-spoken and polite, with a high interest in all forms of computers and looking for a position to develop and harness my skills. Currently seeking an opportunity with a dynamic and growing company, where I can progress and help a company achieve targets. Open to discussion for the right opportunity.

## KEY SKILLS

- Building and maintaining computers from scratch: matching the customers' requirements with a set budget.
- Installing and setting up all types of operating systems (Linux, Windows, and Consoles).
- Performed all type of repairs on machines including reflowing and replacing components on the motherboard.
- Patching network cables and testing them to ensure they are working properly.
- Set up new machines to connect to existing domains.
- Service all consoles and repair them in most cases.
- Set up networking in small businesses, includes creating private networks for different members of staff.
- Using Active directory (setting up new users, resetting passwords)
- Use virtual machines to test new software.
- I use remote desktop support for customers who I cannot meet in person.
- Trouble-shoot all types of faults on machines and consoles.
- Install all required software such as antivirus, patches, office software.
- Working in command prompt, mainly to deal with faulty hard drives.
- Worked with all windows OS's including Windows embedded (POS System)
- Worked with most Linux distributions such as Ubuntu, Arch Linux and free nas.

## WORK EXPERIENCE

### June 2016 – Present: Collins Construction      1<sup>st</sup> Line Engineer

- Asset management
- Remote support
- Network solutions on various construction sites
- Hardware repair/service
- Creating reports on monthly use's (bills, data)
- Vital system upgrades (enterprise antivirus and staff phones)
- Backup Management (Backup Tape system)
- IOS and Android maintenance/repair
- On the spot problem solving for unique issues

### Apr 2016 – June 2016: CoreTX      1<sup>st</sup> Line Engineer

- 24hr IT Support for numerous clients
- Remote desktop support
- Resolving historical queries
- Managing major incidents

**Jan 2016 – Mar 2016: Omnicom Media Group IT Support**

- Network Patching
- Equipment relocation and installation

**Oct 2015 – Dec 2015: All about Laptops**

**Engineer/Apple professional**

- Repair of customer items
- Customer service
- Sales and buy in
- Advanced board work

**Oct 2014 – Oct 2015: Asmaar Traders**

**IT Engineer**

- Home repairs
- Maintaining internal networks
- Carrying out repairs
- Running shop at regular intervals

**June 2012: PC Tech Centre**

**Customer Assistant**

- Serving customers
- Carrying out repairs
- Doing call out jobs

**EDUCATION**

**October 2015 - London Vesta College**

IT Hardware and Networking Level 3 Apprenticeship:

- ICT Professional Competence
- ICT Systems and Principles

**September 2014 - Riddlesdown Collegiate**

IGCSE: English – C

**September 2013 - Harris City Academy Crystal Palace**

BTEC:	ICT – Pass	Sports - Merit
GCSE:	Maths – A	Biology – B
	Chemistry – B	Physics – C
	French – B	Religious Studies – C

**INTERESTS**

I am very interested in Computer hardware and large scale networking. I spend a lot of my personal time working on personal DIY projects. This mainly consists of creating schematics for various electronics as well as sourcing the parts. I tinker with almost any new gadget I buy to use as an opportunity to learn.

**REFERENCES ARE AVAILABLE UPON REQUEST**