**Vithurshan Selvarajah**

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**07587541306**

**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 1st 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 1st 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**