

# Vithurshan Selvarajah

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## PERSONAL PROFILE

An IT professional with 4 and a half years' experience working with small to medium 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 improve many aspects of the IT systems of my workplace. I am currently working toward getting a MCSA and completing my CCNA qualification.

## KEY SKILLS

- Windows Server experience (Active Directory)
- Experience with LAMP Stack and development tools (Git)
- Experience with Bash, Powershell and batch Scripting
- Managing VMware virtual machines
- Cisco Switch Management/Configuration to advanced level
- Ubiquiti Switch & AP Management/Configuration
- Linux Setup & Administration
- MDM Management
- Experience with multiple ticket systems (Freshdesk, Salesforce, Remedy Force)
- Hardware Repair/Service to board level
- Asset Management
- Project Management
- Team Leader Experience
- Data Recovery
- Experienced on Mac OS, Linux and Windows

## WORK EXPERIENCE

### June 2016 – Present: Collins Construction      IT Technician

- Asset Management
- Network Solutions on various construction sites
- Hardware Repair/Service
- Vital System upgrades
- Data Recovery
- Network Patching
- Carrying out daily backup of servers
- IOS and Android Maintenance/repair
- MDM Management (Cisco Meraki)
- Support with Office Applications
- Communicating with suppliers/providers when needed
- Freshdesk Ticket System
- Apple VPP management
- Symantec Cloud AV management
- Management of Various Cloud Systems (Live drive, Egnyte)
- Network Switch Migration from HP to Unifi
- Management of Unifi Switches and AP's
- Project management
- Creating an alternative system to SCCM to better suit current computer systems

**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

**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 Networking and Programming/Scripting. I spend a lot of my spare time working on various mini projects to try make myself more efficient in the workplace. I am also working on creating a website for the purpose of teaching myself HTML, CSS, JavaScript and PHP.

**REFERENCES ARE AVAILABLE UPON REQUEST**