



Narendran s/o Gunalan

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Darul Ehsan

Personal Summary

A bright, talented and ambitious IT support technician with a strong technical background who possesses self-discipline and the ability to work with the minimum of supervision. Having exposure to a wide range of technologies & able to play a key role in diagnosing hardware and software problems and to ensure that quality solutions meet business objectives. Possessing a good team spirit, deadline orientated and having the ability to organise and present complex solutions clearly and accurately.

Looking for a suitable IT support technician position with a successful and dynamic company that offers room for progression.

Work experience

Infrastructure University Kuala Lumpur

June 2016 — present

IT Support Technician

Responsible for the installation and maintenance of IT equipment including (but not restricted to) printers, scanners, X-terms and workstations. Supporting customers using remote access technologies and also by visiting client sites.

Duties:

- Diagnosis of desktop, application, networking and infrastructure issues.
- Experience of supporting a wide and varied client base.
- Troubleshooting PC's, laptops and mobile devices.
- Providing 1st/2nd line support to users.
- Administering the IT department's policies and procedures.
- Installation and support of telecommunication equipment.
- Maintaining a log of all problems detected and system back ups.
- Responsible for maintaining backups and for project work such as new builds. Working closely with software suppliers to resolve operational issues. Responsible for supporting: Windows XP/Vista/Windows 7/ Office 2003 and 2007, Windows Server, Small Business Server 2003/2008, Active Directory management Exchange 2003/2007, Blackberry Server/Windows Mobile, Backup products, Anti-Virus products, DNS/DHCP, TCP/IP, Ethernet, wireless router and Firewall Configurations.

KEY SKILLS AND COMPETENCIES

- Excellent customer facing, communication and rapport building skills.
- Experience of Lotus Notes, Linux/Unix, VMware ESXi, Epicor ERP system.
- Thorough understanding of computer and networking concepts.

- Physically fit, able to work in confined spaces, crawl and lift heavy objects.
- Able to prioritize in a complex, fast-paced environment.
- Willing to work flexible schedules / shifts.

Education

Diploma in Software engineering
Infrastructure University Kuala Lumpur

March 2014 — October 2016

Qualifications

Diploma in Software Engineering
Infrastructure University Kuala Lumpur 2014 - 2016

Areas of expertise

- Diagnostics
- System Backup
- End User Support New Installations and Support
- Firewalls / Security
- Hardware Exposure
- Problem identification
- Maintenance

References

References available upon request.