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| |  | | --- | |  | | **Devandran Rajendran** **Bach Degree, Computer Systems and Networking (Completed on May 2017) @ SEGi College Kuala Lumpur** | | | | |
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| (+60) 146293423 | devand.rajen@gmail.com | MYR 3,000 | Kuala Lumpur | | | | |
| **Experience** | | | | | |
| May 2016 - Aug 2016 (4 months) | | | **Technical Support (Internship)** Huacomm Telecommunications Engineering (M) Sdn. Bh | Kuala Lumpur, Malaysia | | |
|  | | | Industry | | Computer / Information Technology (Hardware) |
|  | | | Specialization | | IT and Network System |
|  | | | Role | | Technical Support |
|  | | | Position Level | | Internship |
|  | | | * Assigned to provide technical support for two of the major clients in Klang Valley (Concorde Hotel & Le Meridien Hotel). * Answer, evaluate, and prioritize incoming telephone and in-person requests for assistance from end-users experiencing problems related to network connectivity, internet Gateway system, VPN, VLAN, wired/wireless connectivity and IPTV system. * Provide level 1 support to handle problem recognition, research, isolation, resolution, dispatch and follow-up for routine end-user problems, escalating more complex issues to the manager and/or to level 2 support team. * Provide technical-related communication to end-users, including hotel management, hotel staff, hotel network administrator, and other third party vendors in a timely, friendly and efficient manner to keep them apprised of the status of open technical issues and pro-active steps being taken to provide issue resolution. * Perform daily operational duties including but not limited to reporting, analysis, monitoring systems, checklists. * Additional roles and responsibilities as needed.   **Attended Skills during the Internship:**   * **Customer service skills**    + Able to learn how to manage different types of customers and how important a customer satisfaction to a business.   + Importance of providing progress update to the stakeholders on timely manner. * **Time management/problem solving skills**   + Able to learn how to prioritize the request from the customer and provide support based on the severity. * **Technical knowledge**   + Able to understand the Hotel network infrastructure.   + Experience in working with the following product and tools:     - 1. Ruckus Wireless Access Points       2. Hewlett-Packard Switches       3. Time Cacti (monitoring tool)       4. Guest Management System | | |
| **Education** | | | | | |
| May 2017 | | | **SEGi College** Bachelor's Degree in Computer Systems and Networking | Malaysia | | |
|  | | | Major | | System & Networking |
|  | | | CGPA | | Pending |
|  | | | *\*Completed studies in May 2017 and waiting for the results.* | | |
| Nov 2014 | | | **SEGi College** Diploma in Computer Science/Information Technology | Malaysia | | |
|  | | | Major | | Computer Studies |
|  | | | CGPA | | 3.53 / 4.0 |
| **Skills** | | | | | |
| Advanced | | | Microsoft Office 2007/2010/2013 | | |
| Intermediate | | | Microsoft Visio 2013, Visual Basic 2010, Adobe Dreamweaver CS6, Arduino IDE 1.8.2 | | |
| Basic | | | Wireshark, Linux openSUSE/ Kali Linux, Microsoft SQL Server, Cisco Packet Tracer, C# Programming Language | | |
| **Languages** | | | | | |
| *Proficiency level: 0 - Poor, 10 - Excellent* | | | | | |
| Language | | | Spoken Written | | |
| Tamil (Primary) | | | 10 1 | | |
| English | | | 9 9 | | |
| Bahasa Malaysia | | | 9 9 | | |
| **Additional Info** | | | | | |
| Expected Salary  Availability | | | MYR 3,000  Immediate | | |
| **Work Related Skills**  - Initiative, fast learner and confident. - Excellent troubleshooting skills and understanding of when to escalate issues. - Ability to communicate effectively with a diverse population and demonstrate good interpersonal skills. - Possess good communication and technical skills with consultative skills as well as customer-oriented skills. - Able to work under pressure, independently, full responsibility and with minimum supervision.  **Achievements**  1. Final Year Project Title : RFID based Electronics Automatic Identification System (EAIS) with Attendance Monitoring Course : Bachelor of Science (Hons) in Computer Systems & Networking Institute : Segi College Kuala Lumpur Year : 2017  **Project Description:**  The prime purpose of this project is to enhanced the security system in laboratory where the conventional door locking system will be replaced with the RFID based Electronics Automatic Identification System (EAIS). In addition, the currently used paper based attendance monitoring method will be discontinued and integrated into the EAIS. This new technology could help us to prevent any unwanted activities such as vandalism as the EAIS able to track who was in the laboratory during a particular session. EAIS will require the lecturers to tag in first to activate their lab session so the system will allow the students to access. Once the students tag their RFID access card, the system will automatically record their attendance for the lab session. In summary, the EAIS will allow to the College Management to provide secure lab access and efficient attendance monitoring with the help of RFID Technology. The system is ready to be deployed in any environment with the similar requirements.  **Final Year Project Learning Outcome:**   * **Project Management**   + Initiation – Define project title, problem statement, project limitation, scope and objectives.   + Research and Planning – Literature review and research software and hardware requirements.   + Design and Development – Design method, project prototype, estimated budget and costing.   + Implementation –Develop system, launch the system, hardware and software installation.   + Testing –Test the hardware/software and system. Gather and conclude the final result.   + Documentation – Develop project report as per requirement. * **Technical**    + Visual Basic 6.0 Enterprise – Enhanced my visual basic programming skill while working with the Graphical User Interface (GUI) for the EAIS which integrated with the Arduino microcontroller and MySQL database.   + MySQL database- Learned to create database for the EAIS and link it with the other two components (visual basic and Arduino microcontroller).   + Arduino Uno R3/Arduino IDE 1.8.2-   + Learned to design the system hardware and assemble the electronic circuit.   + Learned to write and compile the C programming code for the Arduino microcontroller.   + Learned to Integrate the microcontroller with the other two components (Visual Basic and MySQL database).   + Learned how to troubleshoot the software and hardware issues.   2. Charity and Volunteerism Institute : Segi College Kuala Lumpur College  Year : 2017 Description : 1.Organized a charity event to provide food for the homeless around Segi College Kuala Lumpur.  : 2.Participated as volunteer in the conservation activity to clean-up the Bukit Nanas Forest Reserve.  3. Dean’s List Graduation Award  Course : Diploma in Computer Studies Institute : Segi College Kuala Lumpur College  Year : 2014  Description : Listed in Dean’s list graduation award for my excellent academic performances, has fulfilled all   prescribed requirements and passed all the examination successfully.  4. Representative of English Society  Institute : SMK Taman Sri Rampai  Year : 2010    5. Class Monitor  Institute : SMK Taman Sri Rampai  Year : 2009  **References**  Name : Mr.Sugendran Telephone No : 012-9211200 Position : Final Year Project Supervisor  Company : Segi College Kuala Lumpur  E-mail : [sugendran@segi.edu.my](mailto:sugendran@segi.edu.my)   Name : Mr.Jean Yong Telephone No. : (+60) 16 211 0817 Position : Operation Manager Company : Huacomm Telecommunications Engineering (M) Sdn. Bhd. E-mail : [jean@huacomm.com](mailto:jean@huacomm.com)  Name : Mr.Akilan Raman Telephone No. : (+60) 19 2701649 Position : Regional Project Management Office (RPMO) Company : Nokia Malaysia E-mail : [akilan.raman@nokia.com](mailto:akilan.raman@nokia.com) | | | | | |
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