

A.SENTHAMIZH KANNAN
No.17/22 , Padma Nagar, 2nd street,
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CAREER OBJECTIVE

To be a part of an organization that has highly stimulating, innovating and challenging environment that can offer all-round exposure in the field and an opportunity to learn and work with the combination of honesty, sincerity and hard work.

ABILITY

- **B.C.A (Bachelor of Computer Application)** professional possessing knowledge in programming and technical skills.

WORK EXPERIENCE

- Presently working with **Sutherland Global Services**, Chennai from the date of 01st Feb 2017 to till the date as a designation of **Technical Support Associate**.
- Previously worked with **Cognizant Technology solutions**, Chennai for the period of 2.2 years from 12th of March 2014 to 13th May 2016 as a designation of **Process Executive**.

TECHNICAL / TECHNOLOGY EXPERIENCE

- Experienced as Level 1 Engineer through calls, emails and BMC/SERVICE Now tickets
- Installation of MS office 2007, 2010 and 2013, Internet explorer, Virus and Application softwares
- Dealing with Basic and Advanced skills on solving technical issues via Chat and E-mail support
- Expertise and having hands on experience with taking remote access and solving Customer's and Clients needs.
- Experienced with working Mainframe operations, Rumba Application, SQL & VB,
- Basic level in Hardware Networking and Trouble shooting,
- MS-VBA macro automation, advanced data manipulation and analysis.

ROLES AND RESPONSIBILITIES

- Providing first line support for all technical issues related to Operating system, Software and Hardware
- Ensured that all tickets and phone calls are handled within appropriate Service level agreement time frames
- Handling all kind of Desktop level issues through interactive remote session.
- First line contact for email Distribution List and Common mailbox queries
- Handling offshore Global Service Desk mailbox by responding emails within SLA and troubleshooting when needed.
- Responsible for achieving and maintaining call tracker for number of calls answered, number of cases closed and issues resolved

TECHNICAL SKILLS

- **Operating Systems** : Microsoft Windows 2003/2008/2008R2/2010, Linux.
- **Ticketing Tools** : Service Now, BMC Remedy
- **Programming Languages** : C, C++, Java, Visual basic, ASP.net.,
- **Web Technologies** : HTML, JavaScript.,
- **Packages** : Microsoft Office, Star office.,
- **Database Systems** : MS SQL Server 2005/2008/2008R2/2012.,

ACHIEVEMENTS

- I have received Several Numerous award,
- I have never dropped from my SLA and maintained Good production & quality.,

EDUCATIONAL PROFILE

Qualification	Year of passing	Institution	Board/ University	Percentage
B.C.A	2010-2013	Jaya college of Arts & Science, Thirunindravur – 602 024.	MADRAS UNIVERSITY	59%
Higher Secondary	2009-2010	Periyar Mat.Hr.Sec School, Chennai – 600 082.	STATE BOARD	57%
High School	2007-2008	K.R.Montford Mat.Hr.Sec School, Chennai – 600 012.	STATE BOARD	64%

MY STRENGTH

- Punctuality, Confidentiality.
- Compact and Efficiency.
- Ability to adapt well, perform and excel in demanding work environments.
- An innovative and technically adept team player possessing strong communication, interpersonal, coordination and analytical skills.
- Positive thinking and easily can adapt myself to the new technology.

PERSONAL PROFILE

Name : **A.Senthamizh Kannan**
Father's Name : Mr.Arumugam.K
Date of Birth : 30-Jan-1993
Age : 27
Community : BC
Sex : Male
Marital Status : Single
Nationality : Indian
Languages Known : English(R,W,S), Tamil(R,W,S), Hindi(R,W).

DECLARATION :

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Place : Chennai

Date :

(SENTHAMIZH KANNAN.A)