DINESH KUMAR.K

7, Nadar Thottam,
Bharathi Nagar,Podanur
Coimbatore- 641 023.
Email:dineshkumar252611@gmail.com
Contact:+91 97906 11321

TECHNICAL SKILLS

- Familiarity with Support Ticket
- Strong troubleshooting skills
- Knowledge in MS-office package
- Great Communication Skills
- Interpersonal Problem Solving
- Remote Support
- Operating Systems
- Backup Software
- InternetConnectivity
- Network Monitoring Software
- Virtual Communications Systems
- LAN
- Virus Protection Software

PERSONAL PROFILE

- Father's Name: Krishnamoorthi.M
- Mother"s Name: Chitra.K
- Date of Birth:11/Nov/1997.
- Languages Known:
  English(S,W,R),Tamil(S,W,R)&
  Telugu(S)
- Blood Group:O+ve.

COURCES & CERTIFICATIONS:

- MCSA in HCL career development
- BEC PRILIMINARY certified by
  Cambridge University.
- Networking (CCNA) in HCL career
  development.
- Fundamental of Hardware &
  Networking

CAREER OBJECTIVE

   Reliable and personable Desktop Support Engineer with good technical analytical and communication skills. Resolves multiple technical issues while maintaining systems

EDUCATION

- BE Electronics & Communication Engineering   -2018
  Sri Krishna College of Technology,Coimbatore
  CGPA- 6.69
- HSC   -2014
  Dr.V.Genuswamy Naidu Metric Hr Sec School,Coimbatore
  Percentage-68.83%
- SSLC   -2012
  Vidyaa Vikas Metric Hr Sec School,Coimbatore
  Percentage-73%

EXPERIENCE

Organization : WIPRO Technologies   Sep 2019 –Till now

Payroll   : QUESS Corp.Ltd
Position   : Desktop Support Engineer L-2

Roles & Responsibilities:
- Install and troubleshoot Dell & HP Workstations, Desktops,Laptop
  and peripheral devices (such as printers,scanners) at client location
- Maintain client's workstations, laptops and peripherals
- Use call logging system to assign client's query requests
- Identify, log and resolve technical problems with software app or
  network systems , Troubleshoot domain issues
- Handling ms-office, solid works software issues
- Create,maintain, and distribute reports of progress to senior
  leadership
- Migrating systems from Windows 7 to higher platform
- Provides advice and guidance to colleagues regarding incidents
   Maintaining
- client asset details & working with calm under pressure

Organization : COGNIZANT   Apr 2019 –Sep 2019
Payroll   : Vertex Solutions
Position   : Desktop Support Engineer L-1

Roles & Responsibilities:
- Addressing user tickets regarding hardware, software and
  networking
- Walking customers through installing applications and computer
  peripherals
- Ask targeted questions to diagnose problems
- Guide users with simple, step-by-step instructions
- Installation of MY SQL,PUTTY,JAVA, Visual studio software
- Conduct remote troubleshooting
- Customize desktop applications to meet user needs
- Direct unresolved issues to the next level of support personnel
- Followup with clients to ensure their systems are functional