**PRAKASH.G**

NO: 10 Ram Nagar 1st Cross st, 4th main road, Nanganallur, chennai-61, mob:7200662601 itprakash16@gmail.com

**Objective**

To obtain a position as a Desktop Support Engineer with Atech utilizing software, hardware and troubleshooting experience in order to provide the company with a solid IT support.

**TECHNICAL SUPPORT SKILLS**

* **Operating Systems:** Windows XP, Win7, Windows 8, Windows 10.
* **Application:** Microsoft Office 2007,2010,2013 (Word, Excel, Power Point, Outlook)
* **Hardware and** **Networking:**
* Assembling and troubleshooting of hardware devices.
* Installation of all Microsoft Windows Series (Win7, Win8, Win10, Server 2008, 2012.).
* Microsoft Windows maintenance, updating antivirus, updating windows.
* **MS outlook** configuration, backup, restore and troubleshooting.
* Disk Management, Partitions, Folder sharing, Access Permission
* **Printer** and **scanners** installation and troubleshooting.
* Modem configuration and Data Cards installations.
* Basic networking, Configuration of **TCP/IP** setting,
* Remote desktop and remote assistance.
* Cabling and **LAN** troubleshooting
* Installing and configuring windows server Active directory.
* **DHCP** (Dynamic Host Configuration Protocol), **DNS** (Domain Name Service).

**WORKING EXPERIENCE**

* **Technical Helpdesk** March(2018) to Sep(2019) in **Wipro**-Chennai at Client location: **Ford** India Private ltd.
* **Technical support executive** feb(2015) to feb(2018)in Cambrain Enterprises-Chennai

**responsibility**

* Troubleshooting, assembling and dissembling of hardware devices.
* Installing Microsoft Operating system, updating and maintenance.
* Configure, backup and troubleshooting of outlook.
* Provide technical solutions and troubleshooting services on need basis.
* Basic LAN/WAN connectivity and internet troubleshooting.
* Supporting the following technologies:- Microsoft Office products- Outlook, word, excel, power point, Internet Explorer, Netbeans, visual studio, SQL server etc.
* Troubleshooting network connectivity in a LAN/WAN environment,(Switching).
* Manage Domain environment and troubleshoot domain issues.
* Microsoft outlook 10, 13 and 365, skype for business configuration and troubleshooting.
* Software troubleshooting update (AutoCAD),bmc remedy tool.
* Manage Antivirus (Symantec, MacAfee) update and virus protection.
* Work with the customer to accurately and thoroughly document the incident description, comments, and Resolution.

**Educational qualification**

* **Hardware and networking** from MSME at guindy
* Graduation **B.tech (Information Technology)from** Arignar Anna institute of science and technology
* **12th** from Nehru Govt boys higher secondary school
* **10th** from Nehru Govt boys higher secondary school

**Personal Details**

Father’s Name : R. Gopal

Sex : Male

Marital Status : Single

Nationality : Indian

Language proficiency : English, Tamil

**Declaration**

I declare that the above facts given by me are true to the best of my knowledge and belief.

**Date** **Prakash G**