PRAVEEN. R

Customer Support Engineer

To be a part of an organization that provides a challenging job role and utilizes my technical and managerial skills for achieving the common goals of the company and self.

**Professional Summary**:

More than 4 Years of experience in IT Industry I have worked extensively with Configuration, Administration and Troubleshooting of Microsoft Windows XP,7,8,10 and windows server 2008

**Core Strength:**

•Microsoft Windows XP,7,8,10 and Windows Server 2008 R2 Design, Implementation, Administration and Support

•LAN,WAN Troubleshooting and maintenance

•Microsoft BackOffice Products Design, Implementation, Administration and support

•Maintaining and supporting information systems in a wide range of computing environments with Windows 2008 R2 Server

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| |  |  | | --- | --- | |  | **Work History** |  |  |  |  | | --- | --- | --- | | **2018-04 - 2020-03** |  | Senior Associate Engineer  Creative Info link Ltd, Chennai, Tamil Nadu  § Desktop operating system XP,7,8,10 Installation and troubleshooting  § Configuring and Troubleshooting the desktops  § MS Outlook mail configuration version Outlook ,2007,2010,2013  § Outlook backup & restore and troubleshooting, maintenance  § Network Printer installation and troubleshooting. Share printer access, file sharing  § Ticketing system for new tickets and work-items. Update existing tickets.  § Configuration of Domain & Workgroup, Asset Collection & maintenance  § TCP/IP Configuration, Internet Maintenance,  § Coordinating and escalating with ISP vendors for WAN issue  § Installing & configuring wireless device access  § Supporting clients through screen sharing (, Any desk, VNC ,Team viewer), Email |  |  |  |  | | --- | --- | --- | | **2015-04 - 2018-03** |  | Associate Engineer  HCL Services Ltd, Chennai, Tamil Nadu  § Desktop operating system XP,7,8,10 Installation and troubleshooting  § Configuring and Troubleshooting the desktops  § MS Outlook mail configuration version Outlook ,2007,2010,2013  § Outlook backup & restore and troubleshooting, maintenance  § Network Printer installation and troubleshooting. Share printer access, file sharing  § Ticketing system for new tickets and work-items. 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Update existing tickets.  § Configuration of Domain & Workgroup, Asset Collection & maintenance  § TCP/IP Configuration, Internet Maintenance,  § Coordinating and escalating with ISP vendors for WAN issue  § Installing & configuring wireless device access  § Supporting clients through screen sharing (, Any desk, VNC ,Team viewer), Email |  |  |  |  | | --- | --- | --- | | **2013-11 - 2014-10** |  | L1 Technical Support Engineer  Wipro InfoTech Ltd, Chennai, Tamil Nadu  § Desktop operating system XP,7,8,10 Installation and troubleshooting  § Configuring and Troubleshooting the desktops  § MS Outlook mail configuration version Outlook ,2007,2010,2013  § Outlook backup & restore and troubleshooting, maintenance  § Network Printer installation and troubleshooting. Share printer access, file sharing  § Ticketing system for new tickets and work-items. Update existing tickets.  § Configuration of Domain & Workgroup, Asset Collection & maintenance  § TCP/IP Configuration, Internet Maintenance,  § Coordinating and escalating with ISP vendors for WAN issue  § Installing & configuring wireless device access  § Supporting clients through screen sharing (, Any desk, VNC ,Team viewer), Email |  |  |  | | --- | --- | |  | **Education** |  |  |  |  | | --- | --- | --- | | **2005-04 - 2006-03** |  | High School Diploma  Hindu Higher Sec School - Chennai   * Graduated with (79%) marks |  |  |  |  | | --- | --- | --- | | **2006-06 - 2009-03** |  | Bachelor of Science: Electronic Media  SRM Arts & Science College - Chennai   * Majored in media and sound engineering * Graduated with (64) % marks |  |  |  |  | | --- | --- | --- | | **2011-04 - 2013-03** |  | Master of Science: Electronic Media  St Thomas College Of Arts & Science - Chennai   * Majored in media and sound engineering * Graduated with (6.2) GPA |  |  |  |  | | --- | --- | --- | | **2016-07 - 2018-03** |  | Master of Science: Cyber Forensics And IS  Madras University - Chennai   * Graduated with [60]% marks * Majored in Cyber Forensics And IS |  |  |  | | --- | --- | |  | **Accomplishments** |  * Operating system XP,7,8,10 Installation and troubleshooting * Configuring and Troubleshooting the desktops * MS Outlook mail configuration version Outlook ,2007,2010,2013 * Outlook backup & restore and troubleshooting, maintenance * Network Printer installation and troubleshooting. * Share printer access, file sharing * Ticketing system for new tickets and work-items. * Update existing tickets * Configuration of Domain & Workgroup, Asset Collection & maintenance * CP/IP Configuration, Internet Maintenance * Coordinating and escalating with ISP vendors for WAN issue * Installing & configuring wireless device access * Supporting clients through screen sharing (, Any desk, VNC ,Team viewer), Email Overall Job Responsibility * Windows server operating system 2008 r2 ,2012 R2 Installation and maintenance * Hardware and Software Troubleshooting * Installing printer configuration and troubleshooting * Basic software Firewall, VPN configuration * Working with SAP Module MM Module FI Module SD Module & Oracle BI Viewer * MS Software Packages such as Word, Excel, Access, PowerPoint * Working knowledge in SAP in all sales and distribution related modules * Maintaining Stock Record & Preparing MIS Reports on Sales * Processing and settlement of all claims relating to Dealers and Outside Parties in SAP * Reporting DGM & All 4 state South 4 Managers * Processing & Raising Local Country Complaint & Up-Country Complaint Advice  |  |  | | --- | --- | |  | **Certifications** |  |  |  |  | | --- | --- | --- | | **2017-04** |  | Microsoft Certified Systems Engineer (MCSE) |  |  |  | | --- | --- | |  | **Languages** |   English    Tamil     |  |  | | --- | --- | |  | **Interests** |   Photography  Video editing  Photo editing  Social media  Web browsing  Karate  Blogging |  | |  |  | | --- | --- | |  | **Contact** |   Address  Chennai, TN, 600040  Phone  9444475764  E-mail  kumarpraveen57@yahoo.com  LinkedIn  https://www.linkedin.com/public-profile/in/praveen  WWW  https://pkrpraveen1.wixsite.com/praveenravichander  WWW  https://pkrpraveen1.wixsite.com/prphotography   |  |  | | --- | --- | |  | **Skills** |   English    MS-Office    Windows    Windows XP    Office Automation    Operating Systems    Servers     |  |  | | --- | --- | |  | **Software** |   Adobe light room    Adobe premiere pro    Microsoft Server 2008    Microsoft Server 2012 |