R. SRINIVASAN

Mail-id: srinivasan.raja33@gmail.com Mobile: 91-9791648271

**Objective**

Aim to be associated with a Progressive organization that gives me the scope to share my knowledge and skills in accordance with the latest trends and be a part of team that dynamically works towards the growth of organization and gives the satisfaction thereof.

**TECHNICAL SUPPORT SKILLS**

* **Operating Systems:** Windows XP, Win7, Windows 8, Windows 10.
* **Application:** Microsoft Office 2007,2010,2013,2016 (Word, Excel, Power Point, Outlook)
* **Hardware and** **Networking:**
* Assembling and troubleshooting of hardware devices.
* Installation of all **Microsoft Windows Series** (Win7, Win8, Win10).
* Microsoft Windows maintenance, dual booting, 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.

**WORKING EXPERIENCE**

**Having 6+ years’ experience**

* **TVS MOTOR COMPANY, HOSUR (From Dec 2011 to Dec 2012)**

 **Graduate Engineering Trainee in IT Department**

* **BYTE TECH COMPUTERS, TIRUPATTUR (From Jan 2013 to Jun 2016)**

 **Customer Support & Networking Engineer**

* **ONWARDS ESERVICES LTD, MUMBAI (From July 2016 to Aug 2020)**

 **Desktop Support Engineer**

**Responsibility**

* Install, upgrade, support and troubleshoot Windows OS, authorized desktop applications, hardware, and peripheral equipment.
* Coordinate and execute preventative maintenance and remedial repairs on computers, laptops, printers, and peripherals.
* Configure antivirus software to fully protect IT environment.
* Monitor the performance of the computer systems and address issues as they arise.
* Provide technical support for software reconfigurations to aid in function customization.
* Test software performance throughout the desktop network to ensure peak performance.
* Initiate and complete Microsoft Windows server operating system updates.
* Network with LAN/WAN and active directory for continuous company connection.
* Diagnosed analyzed and resolved user laptop PC and hand-held device software and hardware issues.
* Also maintain AMC for Private Schools, Colleges and Offices around District.
* Troubleshoot via on-call support.
* Implementing Disk Quotas, Managing Disks & Maintaining User Profiles (Local, Roaming, Mandatory).
* Email management: creating and managing user accounts and data.
* Outlook support: configuring & troubleshooting MS outlook.
* Troubleshoot all problems and backup, maintenance of outlook.
* Supporting more than 60+ windows Workstations. Developed and implemented network security strategies, including levels of access and user groups.
* Customer Support for various kinds of Hardware and software problems.
* Analyzing system logs and identifying potential issues with computer systems.
* Installing, configuring and Troubleshoot new hardware and software.
* Good interaction with internal and external customers that helped me to perform better.
* Effective team player with strong verbal and written communication skills and innovative thinking.
* Installation and configuring CCTV camera.

**Educational qualification**

**2011:** BE(CSE)., Degree in Information Technology from Er. Perumal Manimekalai College of Engineering, Hosur Affiliated to Anna University Coimbatore with 75%

**2007:** D.E.C.E (Diploma in Electronic Communication Engineering) from Er. Perumal Manimekalai College of Engineering, Hosur Affiliated to State Board of Technical Education with 77.35%

**2005:** Class X11, Vailankanni Matriculation Hr.Sec. School, Tamilnadu.

**2003:** ClassX(HSC), SeventhDayAdventistMatriculationHr.Sec. School, Tamilnadu.

**Personal Details**

**Name :** R. Srinivasan

**Father’s name** ***:*** R. Raja

**Date of birth** ***:*** 8th DEC 1986

**Gender**  ***:*** Male

**Marital Status** ***:*** Married

**Nationality** ***:*** Indian

**Religion** ***:*** Hindu

**Languages known** ***:*** English & Tamil

# **Hobbies** ***:*** Listening Music, Cricket, Books Reading

**Personal Traits** ***:*** Honesty, Sincerity, and Time Punctuality

**Declaration**

I hereby declare that all the above information is true to the best of my knowledge.

Place: Hosur

Date: Signature