

MANIGANDAN R

9, Govindan Bangala St, Kosapet,
Vellore-632001.

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Career Objective:

Seeking a job in a reputed firm where I can be dedicative in transforming my experience and knowledge for the welfare of the company and also enhance my knowledge along with the growth of the organization.

TECHNICAL SKILLS:

- OS: Windows XP, Win7, Windows 8, Windows 10.
- Desktop Support
- Troubleshooting and Diagnostics
- System Configuration
- Troubleshooting Technical Issues
- Network Hardware and Software Maintenance
- IT Support
- Network Troubleshooting
- Antivirus Management

WORK HISTORY:

Desktop Support Engineer

07/2019 to 01/2020

MICROLAND LTD – BANGALORE, KARNATAKA

- Provided authorized users with technical support and advice regarding proper use and functionality of equipment.
- Installed new or upgraded hardware and software and coordinated installation and follow-up with user to achieve customer satisfaction.
- Collaborated with vendors to locate replacement components and resolve advanced problems.
- Removed malware, ransomware and other threats from laptops and desktop systems.
- Leveraged ticket tracking system to prioritize, track and document problem resolutions and notify customers of issue status.
- Maintained inventory of installed desktop hardware and software components to keep records accurate and updated.
- Maintained media presentation equipment and assisted end-users with conference room equipment setup and operation.

- Patched software and installed new versions to eliminate security problems and protect data.
- Troubleshoot potential problems and eliminated before issues escalated or cascaded.
- Documented and updated known fixes in knowledge base for future reference.
- Performed encryption, firewalls and patch management to implement and maintain system security.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Hands on Experience on **Polycom GS 500 Device** for Video and Audio Conference Setup.
- Knowledge on Switches and Routers and Servers.
- Basic LAN / WAN connectivity and internet troubleshooting.
- Microsoft Windows maintenance, dual booting, updating antivirus, updating windows.
- MS outlook configuration, backup, restore and troubleshooting and PST mapping.
- Disk Management, Partitions, Folder sharing, Access Permission.
- Knowledge in DNS and DHCP Server.
- Hands on experience in **Blue Jeans** Cloud application and setup of VC call.

Desktop Support Engineer

02/2018 to 05/2019

FALCON TECHNOSYS – BANGALORE, KARNATAKA

- Troubleshooting, assembling and disassembling of hardware devices.
- Installing Microsoft Operating system, updating and maintenance.
- Provide technical solutions and troubleshooting services on need basis.
- Basic LAN / WAN connectivity and internet troubleshooting.
- Microsoft Windows maintenance, dual booting, updating antivirus, updating windows.
- **MS outlook** configuration, backup, restore and troubleshooting and **PST mapping**.
- **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
- Joining **Work group to Domain**

EDUCATIONAL QUALIFICATION:

- Bachelor of Engineering (BE) ECE in 2017 from Sri Krishna College of Technology Coimbatore maintaining a CGPA of 7.65
- HSC in 2013 from SUNBEAM MAT HR SEC SCHOOL Vellore, maintained a percentage of 81.25
- SSLC in 2011 from SUNBEAM MAT HR SECC SCHOOL Vellore, maintained a percentage of 89.2

CERTIFICATIONS:

- Certified in **Google IT Technical Support Fundamentals**
- Certified in **Internet connection Online** by Cisco networking Academy
- Certified in **IOT Wireless and Cloud Computing** Emerging technologies

ACHIEVEMENTS:

- Presented paper on the Title – **Vehicle to Vehicle Communication** in KNOCKIA 2K16 held at SRI KRISHNA COLLEGE OF TECHNOLOGY.
- Participated in ROBO RACE event held at SAISHO 2K15 held at SRI KRISHNA COLLEGE OF TECHNOLOGY.

PERSONAL DETAILS:

Father's Name: Ravikumar R

Date of Birth: 16 Aug 1995

Marital status: Single

Nationality: Indian

Language Known: English(R-W-S), Tamil(R-W-S)

Hobbies: Listening to Music, Driving car, Watching English Series

Strengths: Quick adaptability, Dedication, Self-motivated.

DECLARATION

I, Manigandan.R hereby declare that the particulars furnished above is true and correct to the best of my knowledge and belief.

Yours Sincerely

MANIGANDAN R