**C. RANJITH**

**Phone:** +91-9894209274

**E-Mail:** cranjithc5@gmail.com

**PROFILE SUMMARY**

Ahighly analytical IT professional with a wide range of skills in systems installation, configuration, upgrading, and maintenance. Skilful administration and troubleshooting expertise for a range of Microsoft OS and Windows Server products. Proficiency in grasping new functional concepts quickly and utilizing them in a productive manner.

**EXPERIENCE**

07/2019 – Present **Senior Technical Support Engineer Vchart Services Pvt Ltd, Cbe**

* Provide Level 2 and 3 technical support and Ticket handling.
* Actively manage customer expectations in relation to support work taking place and planned work, under the guidance of the Technical Support Manager
* Follows IT operations processes – e.g., change management, incident and problem management.
* Handled Fortigate firewall/router, Cisco Switches and Windows server 2016 Standard and Windows server 2012 R2 Standard.
* Taking care of backup, inventory-asset management.
* Performs day-to-day maintenance and installation of server, network equipment, virtual machines, backups and storage
* Participate in on-call rotation to provide 24 X 7 production support
* Work effectively as a team, supporting other members of the team
* Conduct remote troubleshooting and Remote Support for Medical practice applications.
* Responsible for researching, replicating, performing root cause analysis and providing feedback for issues reported by the professionals and customers within SLA time frame.

03/2017 – 06/2019 **Desktop Support Engineer**  **JSS College of Pharmacy, Ooty**

* Install, upgrade, support and troubleshoot Windows and Ms Office.
* Setup desktop computers and peripherals and test network connections.
* Install and test desktop software applications and internet browsers.
* Installing OS through LAN and troubleshooting.
* Test computers to ensure proper functioning of computer systems.
* Handle daily technical support activities on desktop support, data network.
* Interact with staff on desktop problems and their resolution.
* Maintain computer peripheral devices like printers and resolve associated problems.

08/2014 – 02/2017 **Field Service Engineer Achme Communication, Cbe**

* Configuring, managing and maintaining networking equipment like Net Gear, D-Link, Tp-Link, Ruckus, Edimax, Surveillance Camera, DVR
* Knowledge of printer/ cartridge refilling and understanding the phases of SMPS.
* Supervising hardware tools like printers, networking, telecommunications devices, PC’s, routers and switches

**TECHNICAL SKILLS**

* Software and hardware management.
* IT networking
* Technical support
* Active Directory
* Windows
* System backup/ Recovery

**ACADEMIC DETAIL**

B.Tech (Information Technology) from Sri Subramanya College of Engineering & Technology from Palani in 2014.

**PERSONAL DETAILS**

Father name : Chandrasekar

Mother name : Rani

Date of Birth : 9th May 1993

Marital status : Single

Languages Known : English & Tamil

Address **:** 1/248, Kenthorai village and post,

The Nilgiris – 643002

Place : Your Sincerely

Date : (Ranjith C)