



C. RANJITH

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PROFILE SUMMARY

A highly 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 |
| | <ul style="list-style-type: none">• 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 |
| | <ul style="list-style-type: none">• 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 |
| | <ul style="list-style-type: none">• 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 :
Date :

Your Sincerely
(Ranjith C)

