

Name : SANTHOSH. S
Email id: santhosh020591@gmail.com

Mobile number: +91 9489966812
Address: S/o Suresh. V, Instant Tea Division,
Tata Global Beverages Ltd., Munnar.
685 612

Career objective:

To work in an Organization that will provide me an opportunity to enhance and utilize my IT knowledge and skills for the growth of the Organization.

Educational details:

- Master's degree in Computer Applications from Bharathidasan University (2016).

Work experience:

1. Worked as Analyst in Tata Consultancy Services. (25th July 2013 to 10th June 2016).

Designation – Production Coordinator.

- Scheduling the backdata history of databases of the clients based on the client requirements.
- Adding of new location to the existing history that has been usually provided.
- Process Trainer for 1 year.

2. Worked at HCL as Senior Analyst. (16th June 2016 –14th August 2019).

Designation –DC-Ops.

- Monitoring Critical Servers, Network devices and Telecom Devices.
- Ensure the SLA met for all the incidents/service requests.
- Remote desktop support with chat and calls.
- Monitoring the AS400 backups and escalating it to the correct support group in case of failure.
- Generating various reports on timely basis.
- Monitoring the network failures in the client location.
- Performing robotic tapes loading procedure into the drive for performing Daily, Weekly and Monthly backups of iSeries jobs.
- Coordinating with L3 level colleagues to get issues resolved via bridge calls.

Project:

- Mini project on Tourism development with front end as Visual basic and backend as Oracle 9i.

Area of interest:

- Remote desktop support, troubleshooting & System administration.

Achievements and Extra-curricular activities:

- Achieved HCL spot award June 2017.
- Won in the Corporate Photography Contest conducted in April 2017.
- Was an active member of organizing committee for “Magnifest 2015”, TCS NA Buy event.
- Achieved Mastercraft Certification (30-Mar-2015).
- TCS Rewards & Recognitions – Star Performer Award (Jun 2015).
- TCS Rewards & Recognitions – On the Spot award (Nov 2015).
- Participated in all Kerala inter-school Basketball meet.

Technical competence

- Operating Systems : Windows 10
- Server knowledge : Windows server 2012
- Technology/ Software : MS Office & DTP
- MS office package : MS Office 2019

Technical skills:

- System troubleshooting
- Hardware assembling (Desktop)

Additional qualifications:

- Currently doing a course on Bigdata.
- Completed Microsoft certification on Windows Server 2012 (70-410).
- Completed T2ID training in Windows & Active directory (Level-2).
- PGDCA
- Completed Hardware & Networking and Visual Basic.NET as add-on programs in college.

Professional skills:

- A good system troubleshooter. Identify the errors and rectifies it in no time
- Complete the task assigned to me at the earliest with full dedication & efficiency
- Team coordination
- Good relationship with colleagues
- Adaptable to situations

Personal details:

Name : Santhosh. S
Father's name : Suresh. V
Date of Birth : 12th May, 1991

Declaration:

I hereby declare that the information furnished above is true to the best of my knowledge and belief. I can assure you that if given a chance, I can put in sincere efforts and strive for the betterment of the firm.