**Chandan.P**

**+91 8892506504**

**Email:-chandanp959@gmail.com**

**Objective**

To obtain a challenging position with a growing company where I can utilize my skills and knowledge

**TECHNICAL SUPPORT SKILLS**

* **Operating Systems:** Windows XP, Win7, Windows 8, Windows 10.
* **Application:** Microsoft Office 2007,2010,2013 (Word, Excel, Power Point, Outlook)
* **Hardware andNetworking:**
* Assembling and troubleshooting of hardware devices.
* Installation of all **Microsoft Windows Series** (Win7, Win8, Win10, Server 2008, 2012.).
* 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
* Installing and configuring windows server Active directory.
* **DHCP** (Dynamic Host Configuration Protocol), **DNS** (Domain Name Service).
* Familiar with web technology HTML, CSS, Java.
* Installation of JDK, Netbeans, Visual Studio, SQL Server etc.

**WORKING EXPERIENCE**

* Working at guest Lecturer PU college
* National Eligibility test (NET) 2017 Passed
* 7 months of experience dxc.technology

**responsibility**

* Troubleshooting, assembling and dissembling of hardware devices.
* Installing Microsoft Operating system, updating and maintenance.
* Configure, backup and troubleshooting of outlook.
* Provide technical solutions and troubleshooting services on need basis.
* Basic LAN/WAN connectivity and internet troubleshooting.
* Supporting the following technologies:- Microsoft Office products- Outlook, word, excel, power point, Internet Explorer, Netbeans, visual studio, SQL server etc.
* Research and identify solutions to software and hardware issues
* Diagnose and troubleshoot technical issues, including account setup and network configuration
* Ask customers targeted questions to quickly understand the root of the problem
* Track computer system issues through to resolution, within agreed time limits
* Talk clients through a series of actions, either via phone, email or chat, until they’ve solved a technical issue
* Properly escalate unresolved issues to appropriate internal teams (e.g. software developers)
* Provide prompt and accurate feedback to customers
* Refer to internal database or external resources to provide accurate tech solutions
* Ensure all issues are properly logged
* Prioritize and manage several open issues at one time
* Follow up with clients to ensure their IT systems are fully functional after troubleshooting
* Prepare accurate and timely reports
* Document technical knowledge in the form of notes and manuals
* Maintain jovial relationships with clients

**Educational qualification**

* **MNA+ CLOUD** from Jetking
* **MCA** from Jwaharlal Nehru National College Of Engineering,2016.
* Graduation **BCA**from Kuvempu University,2013.
* **12th** fromShikaripur Kumadvathi science Pre university,2010.
* **10th** from Shree Channamallikarjuna Vidyasamaste ® ,Shikaripur,2008.

**Personal Details**

Father’s name : Palakshappa M C

Date of Birth : 02/09/1992

Marital status : Single

Nationality : Indian

Language Know : English and Hindi

Hobbies : Watching Cricket & Listening Music,

Strengths : Quick adaptability, Dedication, Self-motivated.

**Declaration**

* I declare that the above facts given by me are true to the best of my knowledge and belief.

Date Chandan.P