

## IT Technical Support Engineer



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### Objective

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To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

### Experience

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**AVID india pvt ltd – Bangalore**

**11/2019 to Till**

**IT Project Engineer**

- Active Directory site, user and group accounts and creating,AV support and Configure.
- Monitoring Network devices and parameters, Events supporting and managing.
- Skype for business install & Configuration and troubleshooting.
- Create User creation, printer access Share Drive resources and Password.

**Gulf Shipchandlers LLC (G2 International) – Dubai**

**07/2016 to 10/2019**

**IT Application -Technical Analysis Analyst/Configuration Management**

- Adding user and computer to Activate Directory.
- DHCP and DNS configuration and Development team support AWS cloud platform EC2.
- Troubleshooting internet related issue and outlook issues.
- Data backup, OS installation, Software installation and maintenance.
- IT Professional for windows servers, windows 10, wall firewall & Server backup.

**Gmas Pvt Llt – Chennai, India**

**07/2014 to 04/2016**

**Software Support Engineer**

Title: Hoard Application

Responsibilities: Analysis, Design, Development, and manual Testing.

- Developed Test Cases for Unit Testing, debugging and error handling.
- Developed application logic using java,sql.

**IT Hardware Trainer**

- Installing the operating systems of Windows XP, Windows 7, Windows 8.1, Windows 10
- Configuring & Troubleshoots of the operating systems.
- Installation, Configuration, Troubleshoots in MS Outlook.
- Configuring and troubleshooting desktops, laptops.
- Hard disk backup and create images as per client requirement.

**Technical Skills:**

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**Over 6 years of IT experience as a Desktop Support.**

- Good Knowledge of Windows Operating System.
- Good Knowledge of AWS Cloud Support.
- Basic Knowledge of windows server.
- Basic Knowledge of Linux operating system.

**Education:**

- Bachelor of Computer Science & Engineering (Tamilnadu)

Periyar Maniammai University                      2010 – 2013 (70%)

- Diploma in Computer Science      (Tamil Nadu)

Government Polytechnic College                      2007 – 2010 (88%)

**Training and certification completed:**

AWS-Amazon Web Services Cloud, Besant – Bangalore.

**Declaration:**

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I hereby declare that the above-mentioned information is correct up to my knowledge and responsibility for the correctness of the above-mentioned particulars.

Date:

Signature

Place:

Thirugnanam