

# JANARDHAN T S

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## **CAREER OBJECTIVE**

To give my best in my professional pursuit for overall benefit and growth of the company that I serve by facing the challenges. I will show my calibre and gain some experience.

## **EDUCATIONAL QUALIFICATION**

| Degree                     | Board/University | School/College                    | Year of Passing | Percentage/C GPA |
|----------------------------|------------------|-----------------------------------|-----------------|------------------|
| BE(Mechanical engineering) | VTU              | City Engineering College          | 2017            | 59.34%           |
| 12 <sup>th</sup>           | PU Board         | Bharathi PU College               | 2012            | 47%              |
| 10 <sup>th</sup>           | State Board      | Government Pre-University College | 2010            | 56.64%           |

## **ACADEMIC PROJECTS**

- PNEUMATIC COLLAPSIBLE STEERING

## **SKILLS**

- CRM.
- SERVICE NOW.
- VIRTUAL PRIVATE NETWORK(VPN).
- L-1 SERVICE DESK.

## **WORK EXPERIENCE, ROLES AND RESPONSIBILITIES**

**WIPRO TECHNOLOGIES from 5<sup>th</sup> March 2020 as an IT analyst, responsibilities included.**

- Interact with global Cisco clients, assisting remotely for finding resolution for the queries.
- Serving as level 1 technical support from medium to high level problem resolution on Windows OS, Mac OS environments and associated admin tools & applications
- Built in advance end-user troubleshooting on desktop support on Windows, Mac systems, related software, cloud printers, CVO routers, remote access & connectivity and Central Profile Repository (CPR) Profile Update Tool.

- Knowledge on connectivity interfaces like Wi-Fi and VPN. Found a solution to connect to VPN for macOS Big Sur when it was launched at Cisco managed MacBook's.
- Worked on activating and deactivating the data resource on cloud and assistance in Data backup, restore and migration.
- Audit and Compliance review using various Cisco tools like Enterprise Service Platform (ESP), Access Request Tool (ART) and Extranet Access Management Tool (ExAM).
- Well versed in configuring mobile phones to Cisco to access emails, VPN by creating Meraki profile on iOS and Android.
- Knowledge on authentication process using Duo Mobile application and also MobilePASS which was used to connect to VPN using a passcode.
- Worked on escalation cases and ageing cases.

**SETINDIABIZ PRIVATE LIMITED from 1<sup>st</sup> August 2018 to 02<sup>nd</sup> March 2020 as a Sales manager, responsibilities included.**

- Basic client relation and communication.
- Client meetings and client place visiting's.
- Providing the guidance to the clients about the products and process.
- On time intimation about the process and filings must be done.

**SHAREKHAN PRIVATE LTD from 23<sup>rd</sup> August 2017 to 1<sup>st</sup> August 2018 as a Sales executive, responsibilities included**

- Basic client relation and communication.
- Face-to-face client meetings and visiting to the client places.
- Doing promotion activities for lead's generation.
- Providing the guidance to the clients about the product and investment.

**SHAREKHAN PRIVATE LTD from 22<sup>nd</sup> April 2015 to 02<sup>nd</sup> November 2016 as a Sales executive, responsibilities included**

- Basic client relation and communication.
- Face-to-face client meetings and visiting to the client places.
- Doing promotion activities for lead generation.
- Providing the guidance to the clients about the product and investment.

### **ACHIEVEMENTS/ACTIVITIES**

- Successful organiser for various events at school and college.
- Successful organiser for various promotion activities in the organisation.

### **PERSONAL DETAILS**

|                   |  |
|-------------------|--|
| Date of Birth     | : 18 <sup>th</sup> December 1995   |
| Nationality       | : Indian   |
| Father' name      | : Shivalinge Gowda   |
| Permanent Address | : Totahalli(v), Sathanur hobli,<br>Achal post, Kanakapura tq,<br>Ramanagara Dist-562117. |
| Hobbies           | : Backpacking, Outdoor games.  |
| Languages known   | : English, Kannada, Telugu, Hindi.   |

### **DECLARATION**

I hereby declare that all the above information given by me is true to my knowledge and I hold the responsibility of all the above mentioned information.

Date:

Place: