

ARUN KUMAR .A

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EMPLOYMENT OBJECTIVE

To obtain a position that will allow me to utilize my System and networking and organizational skills to better the company and my personal skill set.

PROFILE

System and Technical support professional with good experience in **System administration, installation, configuration, maintenance,** and end user system support for hardware and Software. Ability to Communicate comfortably at all levels, thereby ensuring good teamwork. Capable of making significant contribution to the Profitability of any employer.

EXPERIENCE:

Company Name: Informage Techno Solutions Pvt Ltd Bangalore

Period : 14 March 2022 still working

Designation : Desktop Support Engineer

Role: L1 Support Engineer

Company Name: F1 info solution Pvt Ltd Bangalore

Period : June 2018 to May2019

Designation : Desktop Support Engineer

Role: L1 Support Engineer

Company Name: Repair and Return Technology Pvt Ltd Bangalore

Period : May 2016 to Dec 2017

Designation : Desktop Support Engineer

Role: L1 Support Engineer

Education:

Course	Mentor Institution	Board/University	Year	Aggregate
BE-Electronics and Communication Engineering	Saveetha School of Engineering	University	2012 to 2015	76%
Diploma-Electronics and Communication Engineering	Rajaji Institute of Technology	Dote	2009 to 2012	83%
SSLC	Infant Jesus Matriculation school	Matic	2009	53%

Job Responsibilities

- User ticket Regarding system and application issue, maintenances of Company's Laptop, Desktop and Maintain printer and resolve the problem.
- Vendor co-ordinations for all the IT related troubleshooting's and requirements.
- Managing inventory of IT assets and Supporting IT Infra Project Implementation at Site.
- Maintaining and reviewing of Backup media and Offsite movement management.
- Performed the GMP activity as per site specific.
- Monitoring the ITSM ticketing tool and giving support through remote by using VNC.
- Managing Bit locker.
- Managing, troubleshooting local and wireless networks.
- Installing, Configuring and Administering Microsoft Outlook.
- Maintaining the Hardware of the system.
- Installing the Network Printer.
- Ensure timely escalations are being done for all calls based on criticality of the problem.
- Software installation and Debugging.
- Troubleshoot upgrade, Antivirus update & hot fixes.
- Installation & configuration of Remote Desktop & assistance.
- Configuring Wireless connection in Laptop.

TECHNICAL SKILLS:

- Troubleshooting and managing Hardware/Network Devices.
- Updating and installing patches to all network equipment's including software and hardware.
- Installation and Configuration of S/W Client Installation & Support.
- Installing and troubleshooting McAfee Antivirus with daily Updates,

Personal Information

Father's name : M.Arunachalam
Mother's name : A.Ponni
Date of birth : 02/01/1992
Sex : Male
Marital status : Unmarried
Nationality : Indian
Blood group : 'O' positive
Languages known : Tamil, English, Kannada

Permanent address : 11 T.P.T Main
Road, Near
Manju Theater
Vakkanampatti,
Jolarpettai,
Tirupathur,
Pincode-635851

Declaration:

I hereby declare that the above information is true from my knowledge.

Date:

Place: Bangalore

Signature

(Arun Kumar.A)