

LITTO JOSEPH

Pantheeparambil House, Thyannur Po, Ennappara,
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OBJECTIVE

Highly seasoned and reliable Computer Technician with a strong technical background and excellent client service record. Adept at explaining complex technical concepts and processes to clients and non-technical staff in a clear and understandable manner. Able to multitask effectively and bring several simultaneous installation and repair projects to completion with full accuracy and efficiency

EXPERIENCE

- **Ceenet computers**

2021 - Continue

Computer Technician

- Accept customer desktop and laptop systems in - store for repairs.
- Request information about software and hardware issues and document all concerns.
- Troubleshoot systems and work with customers to determine needed hardware or software changes
- Break down systems, remove malfunctioning hardware, and install new parts.
- Check system software and data integrity
- Perform all repairs with utmost concern for customer privacy

- **Geees computers**

2017 - 2020

Computer Technician

- Install and maintain computer operating systems, hardware, and software packages.
- Provide technical assistance and resources on a regular basis.
- Verify fresh hardware and software for compatibility with company systems.
- Uphold technology procedures in coordination with information technology teams.
- Responded to and resolved computer system problems as required.

- **Computer care**

2015 - 2016

Computer operator

- Troubleshooting any IT problems Answering questions from other staff members on IT issues
- Providing mentoring and coaching to junior Computer operators
- Prioritizing and scheduling daily workloads
- Name reviewing output data for accuracy and completeness Preparing paper stock for printers
- Writing up clear and concise instructions on how to use a computer .

EDUCATION

- **Kerala board of higher secondary examination**

Plus two

- **Kerala board of public examination**

SSLC

SKILLS

- Distinguished history of installing new computers
- Expert at upgrading and repairing older computers
- Fluent in tools necessary for installing patches and updates
- Superior network equipment troubleshooting abilities
- Recognized for resolving malfunctions in software, networks, and equipment
- Excellent client service history
- Able to organize and manage time for multitasking on several repair and installation projects
- Reliable for completing projects on time and accurately
- Familiar with both Windows and Mac systems
- Expert in the installation of various software and other operating programs
- Master in the use of Ms Office Tools: MS, EXCEL, Power point, MS Access

LANGUAGE

- English
- Malayalam
- Tamil

LICENSE DETAILS

- DLNo : 60/210/2015
PlaceofIssue : Kanhangad
DateofIssue : 09-01-2015
DateofExpiry : 08-01-2025

PASSPORT DETAILS

- Passport No : U9066932
Place of Issue : Kozhikode
Date of Issue : 04/02/2021
Date of Expiry : 03/02/2031