# SANDEEP BALAKRISHNAN



A confident and highly organized professional having experience as technical support engineer for large clients and an enthusiastic service specialist looking for challenging opportunities in an esteemed organization.

## CONTACT

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## PASSPORT-VISA DETAILS

Passport No: U2761056
*Date of Expiry: 21/01/2031*
Visa Type: Tourist/Single-Long
*Visa Expiry: 20th May 2021*

## EDUCATION

Professional Diploma in Network Engineering with Laptop Chip Level Technology
*Bishop Moore College, Allaphuzha (Kerala State Electronics Development Corporation Ltd.)*
65%

Diploma in Computer Hardware and Network Engineering
*Rutronix, Trivandrum (Kerala State Rural Women's Electronic Industrial Co-operative Federation Ltd.)*
73.6%

Secondary and Higher Secondary
*Jawahar Navodaya Vidyalaya, Kerala. (CBSE)*
CGPA: 7.0 (10th) and 64.4% (12th Commerce)

## LANGUAGES

English, Malayalam, Tamil, Hindi

## PERSONAL DETAILS

Date of Birth: 8th September 1994
Gender: Male
Marital Status: Unmarried
Citizenship: Indian

## SKILLS

Microsoft Office
*(Excel, Word, Outlook, PowerPoint)*

## EXPERIENCE

**Excel Systems**
*January 2020 – February 2021*
*Position: Service Engineer*
- Setting up new Laptops and Computers (OS installation, Software Installations, IP Configuration, adding to client domain)
- Setting up printers (Driver Installation, IP Configuration, Printer sharing)
- Interaction with the clients to understand the root cause of the issues faced.
- Providing on-call guidance / visiting clients for quick problem resolution.
- Performing end to end troubleshooting.
- Preparation and maintenance of daily client wise service reports.
- Placing purchase / repair orders against faulty items and replacing them as soon as the new/repaired item is delivered at client's location
- Perform semi-annual preventive maintenance activities at client locations.
- Attending project-based training activities.

**Ooma Cyber Solutions Pvt. Ltd.**
*December 2017 – December 2019*
*Position: Technical Support Engineer – Outsourced Technical Support Team of Federal Bank Ltd.*
- Attending the assigned issue tickets raised on the Kaseya Software.
- Interaction with the concerned user.
- Remotely accessing the user device for troubleshooting.
- Updating the service status for each issue tickets in Kaseya Software (every 30 minutes)
- Assigning external vendor, if the problem could not be resolved remotely.
- Ensuring closure of issue tickets with in a 3-hour time window.
- Ensuring a minimum of 30 ticket being resolved per day.

## PROJECTS

- Served as an outsourced service engineer on many Annual Maintenance Contracts with Wipro Ltd. for Kerala Garmin Bank, Karnataka Bank ltd. and Aditya Birla Sun Life Mutual Fund.
- Served as an outsourced service engineer on Annual Maintenance Contract for Indian Rail Mail Service
- Served as the major coordinator for an all India level project: "All India New PC Installation and Configuration" for CSB Bank Ltd. formerly known as Catholic Syrian Bank.
- Served as an All Kerala Remote Support Engineer in "All India Windows Migration Project" for Federal Bank Ltd.

Place: Dubai, UAE                    Date: 25th February` 2021