



SURJITH C.S

IT ENGINEER

Mobile: +91 8281338121

Email: surjithsabu5@gmail.com

Professional Skills

- Azure administration.
- Windows Administration

Soft Skills

- Ability to cope with different situations.
- Analytical mind.
- Confident and determined.
- Good communication skill.
- Quick learner.
- Leadership & management skill.

Personal Info

Permanent Address: Cheriya Plakkil House
Karima Post,
Edakkurissi, Palakkad
Kerala state, India
PIN-678597

Father's Name : Sabu C Peter
Date of Birth : 18-JAN-1997
Nationality : Indian
Marital Status : Single
Passport no : R9753936
Religion & cast : Christian, RC
Languages Known : English, Malayalam
Hindi.
Interests : Movies, Photography,
Music

Reference

JOBY JOSE
Team Lead
Wipro InfoTech
Info Park, Kochi
+91-9037442468 □ joby.jose@wipro.com

Career Objective

Intend to build a career in challenging environment with committed and dedicated people, which will help me to give enough scope for a good career push as well as employers requirement.

Professional Experience

Wipro Technologies (Franchise: Renovision automation Service Pvt Ltd) Desktop Support Engineer L2

- Undertaking analysis, diagnosis and resolution of client Problems via phone, remote & face to face contact.
- Installing and troubleshooting over 2000 computers with Windows OS series (Windows 10, 8, 7 & XP)
- Providing remote support to the client (Dameware, Teamviewer & Bomgar).
- Identifying and troubleshooting LAN connectivity issues.
- Troubleshooting various hardware issues.
- Installation and configuration for VPN client (SonicWall, Dell VPN connect).
- Configuration and troubleshooting MS outlook 2007, 2010, and 2013.
- Installation and support to software like Aspen One, LIMS, SAP, and other client applications.
- Managing video conferencing using Polycom devices.
- Identifying virus threats using Symantec Endpoint virustools.
- Testing desktop, laptop & other peripheral allocated for user.
- Audit license status, warranty of software and hardware document it for further use.

Dedicated and reliable professional with 1 year of experience in KELTRON AREA SALES OFFICE Cochin as Technician Apprentice.

- First level hardware support for desktops, Diagnosis of the problem and supporting the desktop OS, Windows and standard software.
- Installation, configuration & updating of Desktop and Laptop with operating systems, software and other applications as required by the user.
- Installing hardware devices like Printers & Scanners.
- Installing and configuring network connections.
- Crimping and installation of LAN cables.
- Determining and installing appropriate security measures.

Professional Qualifications

- Passed 03 year Diploma in Computer Hardware from Government Polytechnic College Palakkad in year 2017 with CGPA 7.39.
- Completed MCSE from Logics Institute of technology kaloor in Aug 2017.

Basic Qualifications

- ❖ Passed Higher secondary education in year 2014 from G.H.S.S Karimba.
- Passed S.S.L.C in year 2012 from D.B.H.S.S Thachampara.