N.RAM KUMAR

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Technical Support Engineer - IT

Summary

- Providing first line technical support , answering support queries via phone, email, remote and chat
- Experience In Department Head Of Technical Support
- Configuring Static IP on router & troubleshooting IP issues
- Supporting for Hardware and Software Installation In Client Server
- Regularly performs system performance tuning and monitor the system
- Microsoft Exchange Server Installation & Configuration, Outlook Web Access
- Perform hands-on troubleshooting , service , repairs & software testing
- Assembling and disassembling of computers. Installing & troubleshooting different operating system
- Provided network technical support , trouble shooting
- Worked in coordination with team members to decrease key IT problems and complete assigned projects
- Have worked in 24*7 environment
- Keep updating me with new technology
- Managing and Co-coordinating with Clients and ensuring minimum downtime to close the call
- Installing and Configuring Microsoft Windows 2003/2008/2012 Server
- Research and identify solutions to software and hardware issues
- Properly escalate unresolved issues to appropriate internal teams (e.g. software developers)
- Prioritize and manage several open issues at one time
- Prepare accurate and timely reports
- Document technical knowledge in the form of notes and manuals
- Hands-on experience with Windows/Mac OS environments
- Ready to study any technical course which relevant

Work experience

Feb 2014 - Present	IT Support Engineer
	Cinthamani Computer, Chennai
	Monitoring Logs, System Maintenance, Developers - Software Tester, Bug Reporting, Hardware & Software Troubleshooter, Coordinated IT Projects, Installed Upgraded Server System & Network, Resolving IT issues, Installed Upgraded NVR, Train Clients, Customer Relationship Management (CRM), Video Creation, Software Proficiency, Multitasking Experience, Task Completing Based On Priority

Aug 2013 - Jan 2014	Service Engineer
	Confluence Consultant Service, Chennai
	Server System Configure, Provided Timely Feedback, Installed Upgraded DVR, Troubleshooter & Problem Solving, Train And Assist, Providing Support To Clients Via Remote - Email - Phone

Hard skills

Technical

PC/Servers, Router, Network LAN/WAN, Firewall, Data Storage RAID, Cloud, Data Sharing, Network Switches, Software Tester, Troubleshooting, Systems, Routing, DHCP & DNS, Vast Technical knowledge, Hardware, R&D to take the activities of organization undertake Products, TCP/IP, Database Management, Information Security, Multitasking

Application

CCNA, Windows OS , Mac OS, Windows Server OS, Microsoft Office Suit : Word, Outlook, Excel, Power Point, Beginner SQL Server, Mobile Applications IOS & Android, Database, Data Analysis, Common Operating Systems

Personal Skills

Multitasking In A Challenging And Complex Role, Independent , Logical Thinking , Quick Learning In New Technologies , Extensive PC experience , Creative Thinking , Familiar with support ticket, knowledge-based systems , Innovative , Read and analyze application logs , Maintain technical data reports, Manage time efficiently

Qualification

2009 - 2013	Department of Electrical & Electronics Engineering, B.E
	Shri Sapthagiri Institute of Technology, Vellore
2007 - 2009	Class 12th
	K.A.K.M Higher Secondary School, Vellore
2006 - 2007	Class 10th
	Sri Vasavi Matriculation School, Vellore

Assurance

All the above given details are true