Personal Details

Name
JOYAL SNEHAN

Address
Al Raffa, , Dubai,

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971529221941

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Linkedin
www.linkedin.com/in/joyal-snehan

Interests

Planning Cricket

Languages

English	Highly proficient
Hindi	Good working knowledge
Malayalam	
Tamil	Native speaker

JOYAL SNEHAN

I have completed a Diploma in computer science and now wish to gain practical experience in the IT Industry,while experiencing another culture. I have more than 2year of experience of IT sector Itruly appreciate the opportunity to apply for the job position at your company. Thankyou for your time and Consideration.
Sincerely, Joyal Snehan

Work experience

IT Support Enginner   May, 2022 - May, 2023
Biocon Limited, Bangalore,India

• Supervised and directed workers engaged in installation of data communication equipment and software.
• Answered user inquiries to resolve computer software or hardware operation problems.
• Installed and performed minor repairs to hardware, software or peripheral equipment.
• Disassembled computer systems to troubleshoot and resolve hardware issues.
• Referred major hardware or software problems or defective products to vendors or technicians for service.
• Responded to assistance requests from users and directed individuals through basic troubleshooting tasks.
• Troubleshoot software and hardware issue and Consulted via telephone to understand user problems.

Desktop Support Enginner   Jul, 2021 - Apr, 2022
NSEIT Limited, Cochin,India

• Maintenance of computers- Installation and configuration software and hardware
• Assisted end users with diagnostics to resolve issues.
• Maintained composure and patience in face of difficult customer situations, applying de-escalation
 techniques and positive customer support.
• Monitor performance and maintain systems
• Troubleshoot O365 and Teams issue & Setup accounts and Workstation.

Associate Network Enginner   Sep, 2020 - Jun, 2021
Reliance Jio , Cochin,India

•Maintain Network Performance
•Build net configuration and connection and Troubleshoot network problems
•Router Installation and IP address assigning &•Fiber Cabling
•Relations with suppliers

Education and Qualifications

Diploma in Computer Science   Mar, 2020 - Apr, 2021
Jetking infotrain

Declaration

I hereby declare that all the information given above is true and correct to the best of my knowledge