

ARUNKUMAR R

[9715554283 & 9345761443]

[\[arun971555@gmail.com\]](mailto:arun971555@gmail.com)

SYSTEM ENGINEER

OBJECTIVE:

- Serve as first-level contact for general desktop related issues and as the higher level for other IT network problems.

PROFESSIONAL SUMMARY:

- 3 years till experienced in System Administration on L1 & L2 support for end users
- Install, upgrade, support and troubleshoot Windows OS, MAC OS authorized desktop applications, hardware, and peripheral equipment.
- Coordinate and execute preventative maintenance and remedial repairs on computers, laptops, printers, and peripherals.
- Return defective equipment to maintenance inventory, document customer repairs, and maintain and restock parts inventory to maintain spare parts levels.
- Monitor, operate, manage, troubleshoot, and restore service to terminal service clients, PCs, or notebooks with authorized access to network.
- Password reset for end users
- Troubleshooting issues in MAC Air Book Mac book Pro , I-Pad, I-Phone, Android phone, etc..
- Configuring, Maintaining and Troubleshooting outlook 2010&2013&2016 by configuring the email, PST file creation and PST troubleshooting and IMAP and pop3 and exchange configuration in iPhone and android phone configuration.
- Installing and troubleshooting scanners, web cam, blue tooth device.
- Installing Desktop Printer and Network Printer and other Peripherals like Brother Ricoh, HP Canon & Epson.
- Laptop and desktop warranty call through technical support team(HP,LENOVO,DELL,ACER) Warranty claim.
- Familiar in **Remote tools** like Dame Ware, Remote Desktop, Team Viewer, and CA TOOL, ITCM TOOL.
- Software installation and troubleshooting.
- **Active Directory** Handling.(Authorized and Authenticate)

- Managing users data by backup process on daily basis Normal & incremental Backup
- Providing support for Polycom RMX 200 Video Conference
- Preparing the Hard Copy IMAC Form and Sending Asset Manager IMAC to respective teams.

Networking support:

- Troubleshooting issues wireless network and Lan network
- Internet access for the LAN through Proxy setting.
- Wireless internet configuration windows, (7,8,8.1,10)MAC book, Tab.
- VPN connection and standalone application (Forticlient, Checkpoint VPN,)issues handling.
- Telnet connection checking.
- Configuring and manage all clients with Symantec End point protection 12.1 &14.1 installation.
- MacAfee Encryption support and MacAfee password reset.
- Managing WSUS server to update patches of all windows clients.
- Trend micron installation and virus pattern update server level monitor daily basic.

Professional Experience

Company : Sify Technologies Limited

Designation : System Engineer

Client : The Sanmar Group

Period : Dec 2022 to Till Now

Company : Precision Infomatic (M) Pvt. Ltd

Designation : IT System Engineer

Client : Hyundai Motor India Limited

Period : March 2021 to June 2022

Company : True Value Marketing Pvt. Ltd

Designation : Service Engineer

Period : June 2017 to March 2020

EDUCATIONAL QUALIFICATION:

- **Diploma in EEE with 78 percentages**, Bharath Polytechnic College - 2016
- **Higher secondary with 61 percentages**, in Anderson Hr.Sec.School - 2014
- **Secondary school with 91 percentages** in Anderson Hr.Sec.School - 2012

CERTIFICATIONS

- **Diploma in Hardware & Networking.**
- **CCNA (Sans Bounds at Chennai)**

PERSONAL INFORMATION:

Father Name : E. Ravi
Date of Birth : 07-08-1996
Gender : Male
Nationality : Indian
Languages Known : Tamil, English (Read, Write & Speak)
Temporary address : AlandurRd,Suriyammamet,Saidapet,
chennai-600015

DECLARATION:

I do hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

DATE:

Yours faithfully

PALCE: