

PRAVEEN KUMAR T

CONTACT

Address:

Chockanadu estate,north division

Phone:

09496159628

E-mail:

praveensathanamnr@gmail.com

CERTIFICATION

MICROSOFT CERTIFIED
SOLUTIONS ASSOCIATE
(MCSA)

- Active Directory Domain Services
- DHCP
- DNS
- Internet Information Services
- Web server & FTP

PROFESSIONAL SUMMARY

To seek and maintain full time position that offer's professional challenges utilizing interpersonal skills , excellent time management and problem solving skills, hardworkihardworking and passionate job seeker with strong organizational skills eager to secure entry level job title position.

WORK EXPERIENCE

July 2023

FINECONS PVT LTD Coimbatore

Technical Support Engineer

- Installed new or upgraded hardware and software co-ordinated installation and follow up with user to achieve customer satisfaction.
- Configured hardware devices and software to setup work station for employees.
- Support customer Active directory domain to include user account management and group policy troubleshooting.
- Configuring and troubleshooting printer with new installation.
- Identify scope of problems and provided operational and technical assistance to remedy.
- Monitored system in operation and quickly troubleshoot errors.
- Documented and updated known fixes in knowledge base for future references.

Dec 2019

HDB FINANCIAL SERVICES Coimbatore

Customer Support Executive

- Build strong relationship with field operation teams to support business development opportunities and improve services.
- Listened to customer's questions and concern to provide answers and responses.
- Provided customer with updates and periodic statements and services development changes in trends.
- Improved customer satisfaction by efficiency and addressing resolving inquiries, concerns and complaints.
- Implemented and developed customer service training process.

EDUCATION

Jul 2015

Vidyasagar College Of Arts And Sciences ,
BSc Computer science
Percentage : 75%

Jun 2012

G H S S
HSC
Percentage : 62%

Jun 2011

G V H S S
SSLC
Percentage : 60%

LANGUAGES

Tamil	— C2
English	— B2
Malayalam	— C1

SKILLS

- Active Directories
- Hardware and Software installation
- Network troubleshooting
- Printer installation and configuration
- Customer assistance
- Product knowledge