

Adarsh R

IT Technical Support Engineer

A confident and highly organized professional having experience as technical support engineer for large clients and an enthusiastic service specialist looking for challenging opportunities in an esteemed organization.



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☎ 8089114068

📍 Palakkad, India

📅 23 March, 1995

WORK EXPERIENCE

Service Engineer

Buffads Technology

01/2017 - 11/2018

Achievements/Tasks

- -Setting up new server, Laptops and Computers (OS installation, Software Installations, IP Configuration, adding to client domain)
- Setting up printers (Driver Installation, IP Configuration, Printer sharing)
- Interaction with the clients to understand the root cause of the issues faced.
- Providing on-call guidance / visiting clients for quick problem resolution.
- Performing end to end troubleshooting. Preparation and maintenance of daily client wise service reports.
- Placing purchase / repair orders against faulty items and replacing them as soon as the new/repaired item is delivered at client's location
- Perform semi-annual preventive maintenance activities at client locations.
- Attending project-based training activities.

Technical Support Engineer

Ooma Cyber Solutions Pvt. Ltd.

12/2018- 12/2020,

Outsourced Technical Support Team of Federal Bank Ltd.

Achievements/Tasks

- Attending the assigned issue tickets raised on the Kaseya Software.
- Interaction with the concerned user.
- Remotely accessing the user device for troubleshooting.
- Updating the service status for each issue tickets in Kaseya Software (every 30 minutes)
- Assigning external vendor, if the problem could not be resolved remotely.
- Ensuring closure of issue tickets with in a 3-hour time window.

Certified Engineer (dell technologies)

Ooma Cyber Solutions Pvt. Ltd.

12/2020- still working

Outsourced service engineer Team of dell technologies

- Dell servers and workstations installation and configuration
- Dell laptops and Desktops pc installation and configuration

SKILLS

Positive attitude & Communication

The ability to work under pressure

Adaptive to new environment

Interpersonal and team skills

Willingness to learn new things

PERSONAL PROJECTS

Warranty support for dell technologies

- Served as an outsourced server engineer on warranty support for dell technologies

All India New Router and Fortinet firewall Installation and Configuration for syndicate bank Ltd

- Served as the major coordinator for an all India level project: "All India New Router Installation and Configuration Fortinet firewall installation and configuration"

All India Windows Migration Project

- Served as an All Kerala Remote Support Engineer in "All India Windows Migration Project" for Federal Bank Ltd.

Warranty support with dell technologies

- Served as an outsourced service engineer on Warranty support with Dell technologies. Laptop, server, workstation installation and configuration

LANGUGES

English ● ● ● ● ●

Hindi ● ● ● ● ○

Tamil ● ● ● ● ○

Malayalam ● ● ● ● ●

INTERESTS

Travelling

Music

Volunteering

EDUCATION

Professional Diploma in hardware and network engineer (MCSA, CCNA)

AFL IT ACADEMY, Palakkad

03/2016 - 03/2017,

Kerala

Bachelor of commerce B.com Palakkad (Calicut University) course completed

07/2012 - 08/2015,

Kerala

Secondary and Higher Secondary Kerala State Board (DHSE)

03/2012,

Kerala

PERSONAL INFORMATION

Civil Status: Single

Nationality: Indian

Gender: Male

Declaration:-

I do hereby declare that the above information is true to the best of my knowledge.

Place: Palakkad

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