

A.P.MURALIDHARAN E-mail: apmuralidharan78@gmail.com Phone: +91-93451-79830

Objectives:

Seeking a career in an organization having an environment that encourages Continuous learning and provides exposure to new technologies, to achieve Professional and personal growth along with the organization.

To achieve great heights through dedication, hard work and sincerity for the Development of the concern and society.

Summary:

- 18+ years of experience in Trouble shooting of **Hardware & Networking**.
- Gained experience in **PC Level Maintenance**.
- Working Knowledge of **Windows & Networking**.
- Took part in client interactions to bring out the satisfaction.
- Good Team player with communication skills.

Professional Experiences:

- * **Last 4 years i run my own computer service center, Madurai. (Mar 2018 – Till Date)**
- * **IT Support Engineer, IDFC First Bank, Trichy (July 2016–Feb 2018).**
- * **IT Support Engineer, Gv Micro Finance Pvt Ltd, Trichy (May 2010- June 2016).**
- * **System Lead, Pandiyan Net Solutions, Madurai June 2008 – Mar 2010.**
- * **System Administrator, Del Monte Foods India Pvt Ltd, Hosur Apr 2006 – Apr 2008.**
- * **Customer Support Engineer, Creative InfoTech, Bangalore Apr 2005 – Mar 2006.**
- * **System Administrator, Activist For Social Alternatives, Trichy Mar 2004 – Mar 2005.**
- * **Customer Support Engineer, Microcom Systems, Chennai Dec 2002 – Feb 2004.**

Educational Qualification:

- Master of Computer Application (**MCA**), Madurai Kamaraj University, Madurai, Tamil Nadu.
- Bachelors of Commerce (**B.COM**), Madurai Kamaraj University, Madurai, Tamil Nadu.
- **Diploma in Computer Hardware and Networking** from PENTAGON, Madurai, Tamil Nadu.
- **Microsoft Certified Professional** from JETKING, Bangalore, Karnataka.

Technical Skills:

O / S	Windows Family.
Modem	US Robotics, Tp-Link, Motorola, GVC, DAX, Tainet, Aztech DSL9100R, Huawei and D-Link Switches (Manageable & Unmanageable).
Networking	Ethernet, Routing and Remote Access, Network Security, IPX, NetBEUI, TCP/IP, SMTP, POP3, IMAP, NAT, and ICS.
Printer	Dot Matrix like wipro/Epson Fx-890 & FX-2175,HP Laser Printer.
Application Tools	MS-Office 2003 and 2007, Open-Office, Libre-Office.
Web Technology	HTML, DHTML and IIS 5.0 & 6.0

*** Last 4 years i run my own computer service center, Madurai. (Mar 2018 – Till Date).**

Roles and Responsibilities:

- **New Assembled System Set up hardware and install and configure software and drivers, Upgrade of computer software and Hardware Firmware.**
- **Maintain technological equipment like Network switch, Modem, Printer connectivity and share printer as per customer requirement.**
- **Provide technical support to online Customers and Identify their Computer problems and troubleshoot through team-viewer software**
- **Install well-functioning LAN/WAN and other networks and manage components (servers, IPs etc.)**
- **Manage security options and software in computers and networks to maintain software firewall privacy and protection from attacks.**
- **Daily attended my Customer Computer Problems as per their phone calls.**
- **Keep records of repairs and fixes for future reference & Anti Virus Software installation and upgradation.**
- **Provide Mobile connectivity for billing purpose with their Thermal Printers.**
- **Configure wi-fi with their Mobiles and assigned strong passwords with the customer's requirements.**

*** IT Support Engineer, IDFC First Bank, Trichy (July 2016–Feb 2018).**

Roles and Responsibilities:

- **IDFC First Bank has acquired Grama Vidiyal Micro Finance Pvt Ltd, so I continued the same work as below.**

*** IT Support Engineer, Grama Vidiyal Micro Finance Pvt Ltd, Trichy (May 2010 - June 2016).**

Roles and Responsibilities:

- Well Knowledge of Hardware & Networking, handle 24 port and 48 port Network Switches.
- Crimp Network Cables for Server & Client Machines Networking.
- Share the Internet to other machines through default gateway and Specific DNS.
- Solving Hardware and Network problems in person & through Team-Viewer also.
- Install and Configuring the Network Printers.
- Install and Configuring the Modem with Network Switch for sharing purpose.
- Install and Configured the Windows XP Operating system activate O/S Product Key.
- Install Windows XP SP3 Patches and Update IE 7 & 8.
- Installed IIS 6.0 for Intranet Purpose and Configure the Reporting Software.
- Install other software's like SQL 2005, Open-office, Libre-office & Update the MS-Office Patches also and use POP3 & SMTP server to configure Outlook Express Mails.
- Update the MCA-FEE & Symantec Anti-Virus Patches through Online.
- IT stocks (Soft & Hard Copy) Maintained for year-end auditing and Head-office purpose.
- Database backup handled and convert to DVD for Forecasting and Finding Purpose.
- Claims the Machine hardware's like SMPS, Mother-board, Processor, RAM, Keyboard, and Optical-Mouse through Warranty.
- Maintain IT stocks for Warrant expiry date purpose.
- Maintain all original Cd's/DVD's and driver cd separately and Product key details consolidated in soft copy and send to Head-office (Microsoft Auditing Purpose).

System Lead, Pandiyan Net Solutions, Madurai June 2008 – Mar 2010.

Roles and Responsibilities:

- Update Operating system and Ms-Office Patches.
- Update Anti-Virus Patches Every Day.
- Handled and solved Network Problems.
- Configured Laser & Inkjet Printers & provide internet to all workstations.
- Maintain IT stocks for year-ending auditing.

System Administrator, Del Monte Foods India Private Limited, Hosur Apr 2006 –

Apr 2008. Roles and Responsibilities:

- Using ERP utility (Accpac Backup Utility) for Back-up of data's.
- Update Operating system and Ms-Office Patches in every 15 days.
- Update Anti-Virus Patches Every Day.
- Configured & shared Broadband Internet Services to all workstations.
- Implemented Hardware Firewall for Internet Security.
- Responsible for network operating systems like Windows 2003/XP/2000.
- Having experience on Remote Desktop Management.
- Having experience on Remote Maintenance using Third Party Tool.

Customer Support Engineer, Creative InfoTech, Bangalore Apr 2005 – Mar 2006.

Roles and Responsibilities:

- Implemented SMTP, POP3, IMAP and securing E-Mail Accounting.
- Configured of Internet Connection and handling Scanners, Laser Printer & Fax Machine.
- Having experience on Remote Desktop Management.
- Configured Intranet E-Mail Services using pop3 Services in 2k3.
- Configured and downloaded third party E-Mail services (Like Yahoo, Rediff) in Outlook Express.
- Installed MS Windows and MS-Office patches.
- Configured Rack-Mountable D-Link Switches in Client Places.
- Configured multiple identities and import their appropriate data's in an outlook express.
- Configured internet through Mobile and Walky.

System Administrator, Activist For Social Alternatives, Trichy Mar 2004 – Mar 2005.

Roles and Responsibilities:

- Responsible for Restoration and Back-Up's of Servers and users data using backup utility.
- Using Third Party utility (Handy Backup Utility Ver 3.9 & 2.1) for Back-up of Client data.
- Implementing SMTP, POP3, IMAP and securing E-Mail Accounting.
- Maintenance of Internet Usage and handling Scanners and Zip drives.
- TCP/IP addressing, DHCP, DNS, ADS, IIS, GROUP POLICY configuring multi-homed systems with tired architecture for security.
- Configured clients with different profiles for each group with adequate security.
- Responsible for day-to-day System Administration and troubleshooting of network operating systems like Windows 2K3/XP/2K/NT/98/95.

- Having experience on Remote Desktop Management.
- In-Charge of maintaining all hardware's and creating inventory accordingly.
- Update Anti-Virus Patches Every day.

Customer Support Engineer, Microcom Systems, Chennai Dec 2002 – Feb 2004.

Roles and Responsibilities:

- Configured peripherals like Hubs, Modem, Printers, Web Camera, Scanners, and Zip Drives.
- Configured Administering and Maintaining Hp, Compaq, Dell, Acer, Wipro PC and other Peripheral Devices.
- Implementing Multi operating system depends upon the clients requirements.
- Configured Network Resources and given access to users.
- Attended the desktop calls and First level hardware support calls.
- Troubleshooting the general hardware/software related problems.
- Configured application software, office tools and network cards.
- Created shared and personal directories for users.
- Configured and Fine Tuning Operating Systems like Windows 2000/NT/ME/XP/98/95.
- Configured and maintained E-mail client using Outlook Express & MS-Outlook 2000.

Personal Details:

Date of Birth : 30-03-1978.
Father's Name : Mr.A.V.Parthasarathy.
Sex : Male.
Marital Status : Married.
Known Languages : English,Tamil,and Sourashtra.

Declaration:

I hereby declare that all the information furnished above is true to best of my knowledge and belief.

Yours faithfully,

(A.P.Muralidharan)