VIPIN K P

IT SUPPORT ENGINEER

OVER VIEW

I am Vipin K P an it Support specialist having 4 Years of experience in Hardware and Networking seeking a suitable role as IT/Network/Systems Support specialist in a reputed Organization.

4 Year of experiance in Hardware and Networking support in client companies like Cochin Shipyard, Cochin Stock Exchange, TCC,HIL,State Bank Of India etc.

Excellent verbal and written communication skills and time management skills.

PERSONAL INFO

Address

Deira naif, Dubai

Phone

0588037519,+91 8943845085

Email

vipinkp604@gmail.com

Date of birth

20/11/1997

Knowledge of Language

English , Malayalam , Tamil

EDUCATION

PLUS TWO
- G H S S ANAKKARA
  COMMERCE   2015

SSLC
- GHSS ANAKKARA   2013

ADDITIONAL QUALIFICATION

- **CCNA**
  Emigo Network Experts, Cochin   2018

- **MCSA (Windows 2016)**
  Emigo Network Experts, Cochin   2018

- **Hardware and Networking Course (1 Year)**
  GTECH Computer Education, Edappal, 2016

SOFTWARES

- PC Assembling
- PC Servicing
- Installing OS
- Structured Cabling
- Troubleshooting hardware issues
- Troubleshooting network and Internet issues
- Troubleshooting software issues
- Cisco Routing, Switching
- Installing and configuring Windows 2016 Server
- Handling clients and providing client support

WORK EXPERIENCE

Position   :Senior IT support(Working from Sbi Regional office Shornur)
Employer : Datsun Technology Calicut(2020 to 2021,Presently Working)
(Datsun Technology is leading Computer repair service in Calicut, Kerala)

Position   :Engineer - Customer Support
Employer : infolink,Chittoor Road,Cochin(2017 to 2020)
(Infolink is leading regional provider of Technology and services for major companies in the private and public sector in Kerala)

During these period I have worked for following clients :

1. Cochin Shipyard

2. Travancore Cochin Chemicals (TCC)

3. HIL (India) Ltd etc.

4. State bank of India (SBI)

Responsibility :

- Assemble PC hardware, and test hardware components to ensure proper working.

- Troubleshot hardware issues, and conduct necessasry hardware servicing.

- Install PC client operating system(Windows XP/7/8/8.1/10), and install hardware drivers.

- Install client software like MS office, Adobe Reader, Mozilla chrome etc., and troubleshoot software errors.

- Assigning IP addresses to client PCs and connect PCs to the Internet.

- Installing and configuring printers for the client PCs.

- Trubleshoot networking issues and resolving networking problems.

- Structured cabling and crimping.

- Handling clients and providing support for tem.

- Software operator (SBI)

Technology summery :

- Server Operating System : Windows 2016

- Networking   : Cisco Routers and Switches, Structured Cabling, LAN, WAN

- Hardware   : PC Assembling, PC Servicing

- Clients Operating System : PC Assembling, PC Servicing

- SBI Software Supporting

- Networking Sharing

- Os Installation

- Printer Sharing

Skills and Abilities :

- Sincere Approach in duties and responsibilities

- Very good communication & interpersonal Skills

- Ability to think through problems

- Proactive and Professional attitude

- Having Leadership Qualities

- Confident and co-operative with the rules and regulations of the firm

Declaration

I hereby declare that the information furnished above is true to the best of my knowledge and belief.
 I will put in hundred percent of my ability for the better improvement and progress of the establishment and it shall be my endeavour to achieve maximum benefit to the firm.

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