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# GOKULAKRISHNAN S

## IT SUPPORT ROLE WITH TECHNICAL-MECHANICAL BACKGROUND

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### PROFESSIONAL SUMMARY

Experienced IT executive with over 5 years of experience in IT support, network administration, and system troubleshooting. Additionally, possess 14+ years of part-time experience in the automobile servicing and spare parts sector. Proven ability to oversee technical operations, troubleshoot effectively, and manage multi-brand environments. Skilled in preventive maintenance, customer support, asset management, and vendor coordination. Recognized for quick learning, adaptability, and providing cost-effective technical solutions.

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### SKILLS

IT Infrastructure Management	Network & System Administration
Technical Support & Troubleshooting	Asset & Vendor Management
System Installation & Configuration	Documentation & SOP Creation
Cost Optimization	Analytical Problem-Solving
Multitasking & Adaptability	Quick Learner & Innovative
Operating Systems (Windows/macOS)	Hardware & Networking
Communication & User Training	IT asset management
Mechanical & Electrical Diagnostics	Tyre & Battery Service
Spare Parts Management	Customer Service & Product Advising
Inventory Control & Vendor Handling	Technical Documentation
Preventive Maintenance	Multi-Brand Vehicle Knowledge

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### WORK HISTORY

**Senior IT Executive**, 12/2023 - 06/2025

**Connex Technologies** – Chennai

- Installed and maintained IT systems, including routers, switches, printers, CCTV, and biometric devices, ensuring seamless operations.
- Coordinated with vendors for procurement and support, reducing response time by 30%.

- Provided technical support to internal users and ensured consistent internet connectivity across multiple branches.

### **IT Executive, 07/2022 - 11/2023**

#### **Naiduhall Family Store – Chennai**

- Managed IT operations across 22+ branches, reducing system downtime by 30% through proactive maintenance.
- Developed SOPs and support documentation, boosting team productivity and operational consistency.
- Delivered multi-platform (Windows/macOS) support for over 150 users.
- Oversaw full IT setup for new branch openings and system upgrades.

### **IT Associate (Engineer - Customer Support), 06/2020 - 07/2022**

#### **Infius Technologies – Chennai**

- Provided remote and on-site technical support to high-profile clients (e.g., Marriott, Ramco, MGM).
- Installed and configured hardware and software at client sites.
- Trained end-users and documented solutions for recurring issues, improving resolution efficiency.
- Supported backup systems, antivirus installations, and issue escalations.
- Managed approximately 40 incoming calls and emails per day from customers.

### **Freelance Auto Technician & Spare Parts Specialist, 01/2010 - Current**

#### **Pazhani Andavar Automobiles – Mamallapuram, Tamil Nadu**

- Provided mechanical and electrical repair services for motorcycles and cars, including Royal Enfield, KTM, Honda, Yamaha, Bajaj, TVS, Toyota, TATA, Mahindra, Maruti, and Hyundai.
- Delivered complete servicing, engine diagnostics, brake and clutch repairs, and electrical wiring fixes.
- Operated a small-scale business supplying automobile spares, tyres, lubricants, and batteries, advising clients on compatibility and product selection.
- Handled tyre replacement, wheel balancing, and battery testing/installation across various vehicle types.
- Managed inventory procurement, vendor communication, and service documentation, ensuring customer satisfaction and operational efficiency.
- Developed transferable strengths in technical diagnostics, client service, documentation, and time-bound service delivery.
- Replaced damaged, missing, or defective parts with new and refurbished components.
- Completed full vehicle inspections to check for leaks, damage, or other issues of concern.

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## **EDUCATION**

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### **B.Tech: Mechanical Engineering, 01/2016 - 01/2020**

#### **PRIST University - Thanjavur, IN**

GPA: 7.28

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## LANGUAGES

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Tamil

English

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## EXPECTED ROLES

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- IT Support Specialist
- System Administrator
- Desktop Support Technician
- Network Technician

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## PERSONAL DETAILS

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**Date of Birth:** 13/07/1998

**Nationality:** Indian

**Marital Status:** Single

**Gender:** Male

**Religion:** Hindu

**Passport:** T6202346