



PROFESSIONAL SUMMARY

WORK EXPERIENCE

2.5 Years

- Managed and maintained IT infrastructure ensuring uninterrupted system operations and service delivery.
- Led cross-functional technical teams in troubleshooting, system performance improvement, and upgrade implementation.
- Oversaw client account management, maintained high client satisfaction, and resolved escalations promptly.
- Developed and executed preventative maintenance strategies to optimize performance and reduce system downtime.
- Implemented cost-effective system improvements and negotiated vendor contracts for service and hardware procurement.
- Ensured full compliance with industry security standards, company policies, and IT operational protocols.
- Monitored system performance metrics, generated detailed analytical reports, and recommended corrective actions.
- Directed system upgrades, patches, and hardware replacements ensuring minimal disruption to business operations.
- Provided training and mentorship to junior system administrators and technical support staff.

EDUCATION

2018

2013

2011

ACHIEVEMENTS

- Successfully implemented cost-saving system upgrades, reducing operational downtime by 20%.
- Led a team that achieved 98% client satisfaction scores over consecutive service periods.
- Recognized for outstanding performance in IT system optimization and client relationship management

CORE COMPETENCIES

- IT Infrastructure Management
- System Maintenance & Optimization
- Client Relationship Management
- Technical Support Leadership
- Account Management & Retention
- System Monitoring & Troubleshooting
- Vendor Management and Negotiation
- Project Planning and Execution
- Preventative Maintenance Strategies
- Cost Optimization and Budget Control
- Staff Training and Team Development
- Compliance and Risk Management
- Software & Hardware Upgrades
- Documentation and Performance Reporting

PERSONAL STRENGTHS

- Detail-Oriented and Analytical
- Exceptional Communication Skills
- Conflict Management and Resolution
- Organizational and Time Management Abilities
- Strategic Planning and Execution
- Customer-Focused Service Approach
- Leadership and Team Motivation
- Adaptability and Flexibility in Operations

TECHNICAL SKILLS

- MS Office (Excel, Word, PowerPoint)
- Internet and Email Operations
- Basic System Operations
- System Monitoring Tools
- Maintenance Scheduling Software

DIGITAL SKILLS

- IT Infrastructure Troubleshooting
- Software and Hardware Management
- Preventative Maintenance Programming
- Client Communication and CRM Tools

LANGUAGES English, Hindi, Malayalam, Tamil

English,

Hindi,

Malayalam

Tamil