

PRAKASH U

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CAREER SUMMARY

- Result oriented professional who is enthusiastic , reliable and sincere with nearly 3 year extensive experience in networking & troubleshooting with strong leadership and organizational skill.
- Exceptional skill in implementing, configuring, troubleshooting and testing of network systems.
- Excellent communication and interpersonal skill with proven abilities in resolving complex networking and hardware related issues.
- Self-motivated with excellent leadership qualities.
- Ability to handle situations diplomatically.

PROFESSIONAL EXPERIENCE

1).INFOMATES TECHNO SOLUTION PVT LTD (May 2019 to Present)

Profile: JUNIOR ENGINEER

Roles and Responsibilities

- Install and configure software and computer systems.
- Walk colleagues or clients through steps to help them resolve their technical problems.
- Maintain computer network related issue including computer hardware and software configuration
- Printer and scanner installation and configuration
- Support the implementation of new solutions or applications
- Establish accounts for new users and assist with password or login problems
- Maintain procedures and reports that provide technical support to the entire organization.

- Hardware issue troubleshooting and coordinate with concern vendor.
- Share creation and access/permission provision and troubleshooting.
- Replacing faulty network hardware components when required.
- Monitoring system and network performance to determine if adjustments need to be made.
- Submit ticketing tools.
- Configuring and testing networking software, computer hardware, and operating system.

2). DTDC COURIER AND CARGO (2015 to 2019)

Profile: OPERATION ASSISTANT

Roles and Responsibilities

- Customer support and track the consignment from origin to destination
- Inventory management and clear inbound and outbound
- Software entry of stocks and forward shipments on concerned franchise to deliver
- Handle escalation mails
- Handle and support system software related issues

Education

Master of Commerce (M.com) in Indira Gandhi National Open university (IGNOU)

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Competency Matrix

Technical :

Operating System : Windows

Networking : Routing And Switching
RIP, EIGRP, OSPF,ACL,Wireless, Ethernet, VLANs,

Technical Course

Cisco Certified Network Associate (CCNA)

Personal Details

Date of Birth : 14 oct 1994

Languages known : English Tamil, Malayalam

Nationality : Indian

Availability

I am available for interview at any time but advanced notice is always appreciated.

Declaration

I hereby declare that particulars and facts stated here in above are true,correct and complete to the best of my knowledge and belief.

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