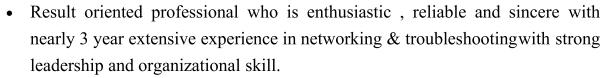
PRAKASH U

E-MAIL: lekshmimohan54@gmail.com

Phone: 919645539302,+97474061282

CAREER SUMMARY



- 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 hardwareand software configuration
- Printer and scanner installation and configuration
- Support the implementation of new solutions or applicatio
- Establish accounts for new users and assist with password or login problems
- Maintain procedures and reports that provide technical support to theentire 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 orgin 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)

Competency Matrix

Technical:

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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.

PRAKASH U