

Objective

A career in technical field to contribute to the growth of an organization through continued development of technical and professional skills.

Technical Proficiency

- Languages: HTML, DHTML, XML, CSS
- Tools used: Active Role Server (Quest), Active Directory, PeopleSoft, Ace Server Soft ID, Merckury (Ticketing system), Blade Logic (Unix application), Mainframe and Lotus Notes
- Operating Systems: Windows 9x/2000/XP/7/10/Vista, Windows 2003 Server, DOS, Unix, Linux
- Exchange: 2007 Microsoft Exchange Server
- Software Applications: MS Office 2003, 2007 (Access, Word, Excel, Outlook, PowerPoint), IBM LOTUS DOMINO DESIGNER R6.5, IBM Lotus Domino Server, IBM Lotus Notes 6.5
- Hardware: Installation & Troubleshooting & Configuration
- Networking: Configuration, Installation, Troubleshooting, DHCP, DNS, IIS, TCP/IP, FTP (Windows 2003, XP, Windows 2000, Novell, Norton Ghost) and Knowledge in LAN & WAN
- IP Telephony & Groupware, Good Knowledge in VoIP
- Goal achievers ,positive thinking & Excellent in Multitasking
- Implementing production, productivity, quality, and customer-service standards; resolving problems
- Managing any resourcing team members
- Monitoring and Troubleshooting Client (Remote PCs)
- Handle daily technical support activities on desktop support, data network and server management.
- Antivirus installation, definitions update
- Designed and developed new systems by choosing and configuring hardware and software
- Troubleshoot and provide solution for all desktop, hardware and Network related issues
- Responsible for monitoring, operating, managing, troubleshooting and restoring to service any personal computers (PC) or notebooks that has authorized access to the network
- Train the system's end users and write instruction manuals
- Understanding of hardware and software requirements, design, development and testing of system integration's
- Active Directory - Creating user groups

Education

2010	AEC in PC Technical Support Program John Abbott College, Quebec, Canada.
1994	Diploma in Mechanical Engineering (Department of Technical Education Government of India) P.S.G. College of Technology, Coimbatore, India (DEC: Evaluated by Citizen Relations and Immigration Quebec CANADA)
1989	Typewriting (Department of Technical Education Government of India) Sri Balakrishna School Of Commerce, Coimbatore, India

Certifications

2005	Certificate CNC Programming, Maintenance & EDM P.S.G. College of Technology, Coimbatore, India
2001	Diploma in Internet Programming Pentasoftware Technologies Limited, Coimbatore, India.
2000	Certificate in Web Designing and Course in Internet Informatics Computer Institute, Coimbatore, India.
1997	Certificate in CAD/CAM Center P.S.G. College of Technology, Coimbatore, India
1997	Certificate in AutoCAD & Auto Lisp Suriya Computer Center, Coimbatore, India

Achiever

Certificate of Excellence for Top Performer in Merck A&A Help Desk
(Ajilon Consulting, Montreal, Canada)

Work Experience

Dec 2013 – Till Date

Technical Support Engineer
Indus IT Solutions, Coimbatore, India

- Installing and configuring network printers and print server.
- OS Installation, MS Outlook Configuration & Troubleshooting.
- Troubleshoot and provide solution for all desktop, hardware and Network related issues.
- Implementation of new services to be provided for the deployment of server hosting.
- Configuration and Installation of Server-client based software's.
- Antivirus installation, definitions update.
- Resolve technical issues within the desktop environment.
- Train the system's end users and write instruction manuals
- Prepared an analysis of costs and benefits for the management to improve the concern, if information systems and computing infrastructure upgrades are financially worthwhile.
- Performs work in compliance within specified warranty requirements.
- Responsible for monitoring, operating, managing, troubleshooting and restoring to service any personal computers (PC) or notebooks that has authorized access to the network.
- Active Directory - Creating user groups.

Mar 2013 – Nov 2013

BHS Control Room Operator
Crisplant Hamad International Airport, Doha, Qatar
(Baggage handling system at Hamad International Airport)

- Good knowledge of IATA requirement related to baggage handling operation
- Generate and update baggage handling resource allocation plan as needed
- Monitor the actual operation and performed the changes when needed to the planned allocation based on operational requirements in real time
- Coordinate with BH Supervisor to attend and to resolve problems related to baggage handling resource allocation
- Update and inform through reporting channels of necessary modifications or enhancements with supporting justifications to the processes, facilities and systems relating to baggage handling and hold baggage screening operations
- Monitor and control outsourced contractors' staff and performance service levels
- Ensure safe operation of all baggage handling equipment and systems including ancillary facilities
- Ensure production of incident reports, shift reports, and safety reports for HIA management team.
- Any other projects, tasks and responsibilities as assigned

Jan 2011 – Mar 2013

**Computer Systems Analyst
Bharath Info Tech, Coimbatore, India**

- OS Installation, MS Outlook Configuration & Troubleshooting.
- Antivirus installation, definitions update.
- Active Directory - Creating user groups.
- Good Knowledge in network (LAN & WAN)
- Conducted testing to ensure that the systems work as expected.
- Designed and developed new systems by choosing and configuring hardware and software.
- Troubleshoot and provide solution for all desktop, hardware and Network related issues.
- Devise ways to add new functionality to existing computer systems.
- Looked out for devise ways to add new functionality to existing computer systems.
- Configuration and Installation of Server-client based software's.
- Installing and configuring network printers and print server.

June 2008 – Nov 2010

**Helpdesk Analyst
Ajilon Consulting, Montreal, Canada/Target**

- Responsible for updating the server and following up accordingly.
- Following up with customers to verify whether the updates were successful.
- Logging all info in the tracking software and creating report on a daily basis.
- Training new personnel when required.
- Develop and maintain a good understanding of the company's products, policies and practices.

July 2007 – May 2008

**Helpdesk Analyst
Ajilon Consulting, Montreal, Canada / Merck & Co.**

- Provided 2nd level Access and Admin support to all Merck employees worldwide.

- Experienced in handling cases within the given service level agreement.
- Responsible for server, user and machine account creation and network account creation and handling access revocation tickets.
- Tools used: Active Role Server (Quest), Active Directory, PeopleSoft, Ace Server Soft ID, Merckury (Ticketing system), Blade Logic (Unix application), Mainframe and Lotus Notes.
- Receiver of Certificate of Excellence for top performance.

July 2006 – Oct 2006

**System Analyst (Internship)
NSB Group, Montreal, Canada**

- Performed repairs and hardware installations in the Cash Registers.
- Entered details in the call tracking software (Siebel).
- Followed-up with the client shipment of Cash Registers and updated call logs accordingly.

Oct 2003 – Nov 2005

**Floor Maintenance (General)
Peerless Clothing Inc., Montreal, Canada**

- Entering various data related to cloth manufacturing, packaging, etc.
- Distribute work to the machine operators.
- Update the data in the system.
- Assist Foreman in quality check.
- Involved in training new personnel.

Aug 2001 – Aug 2002

**Jr. Engineer
A.P.K. Engineering Industries, Coimbatore, India**

- Maintaining the Inventory of Textile machine spare parts in safe level.
- Quality Control in wide range of Motors, Gears and pulleys.
- Prepare the summary of quality improvement data twice for weekly meeting.
- Apply value engineering technique and ergonomics to enhance operator safety.
- Well experience in Inventory handling.
- Quality maintained throughout the assembly till dispatch to client satisfaction.

July 1997 – July 2000

**Technical Assistant
Hitachi Electronic Devices (S) Pte Ltd., Singapore**

- Troubleshooted the automated machines in the screen coating division of CRT Products.
- Troubleshoot the machineries based on Programmable Logic Controls (PLC), Graphic
- Programmable Consoles (GPC), Pneumatic and motor controllers.
- Wrote/Updated SOP's/Spec's according to ISO standards.

- Experience in clean room environment with ISO standards.
- Experience in handling the conveyor system, which involved preventive maintenance, checking alignment of belts, cleaning rollers, pulley, photocells and reflectors, checking oil level in gear motors, etc.,

Apr 1994 – July 1997

Mechanical Technician (Quality Control)
Universal Textile Industries, Coimbatore, India

- Scheduling & Quality Control the various Products of textile spares.
- Quality Control in Wide range of Motors, Gears and pulleys.
- Supervising in Production & Quality Control.
- Apply value engineering technique and Quality Control.
- Responsible for improvement Quality Control activities.