

CURRICULUM VITAE

Name : Jayasankar C
Mobile : +91 95855- 88254
Email ID : jayasankar1219@gmail.com

Seeking challenging assignments in Desktop and Technical support with installation action of high repute.

Profile:

Over all 4.2 Years of Experience in planning, monitoring implementing and delivering state of the art Desktop and Technical support services.

Academic Profile:

Course	University/College/School	% of marks	Year of passing
MCA	Erode arts and science college	72%	2017
BCA	Karpagam University	70%	2014
12 th	Government Higher Secondary School	49.5%	2011
10 th	Government Higher Secondary School	44.6%	2009

Work Experience:

Company: Icomputing and Skypro Tech (Wipro service provider)

Duration: November 2017 to November 2019

Roles & Responsibilities:

- Strong technical expertise on Lenovo Desktop and Residential Engineer Support.
- Providing Lenovo workstation support.
- Banking Installation (Canara & Indian Overseas Bank) - IP configuration, Data Back-up and restore, Network printer installation.

- Lenovo Residential Engineer at (Endurance)
- Lenovo Residential Engineer at (Flipkart). Providing Hardware and software support.
- Maintaining ETA - Estimated time of arrival.
- Resolution of calls within SLA.

Company: Brilyant IT Solutions

Duration: December 2019 to December 2020

Roles & Responsibilities (IT & Support Engineer)

- Providing IT support - user creation machine allocation and all local support.
- Providing Office 365 support - Installation and troubleshooting, License maintenance.
- Providing network Printer support Installation and configuration.
- Remote support to all the customers and office users.
- Providing service support for Dell, Lenovo, HP warranty machines to the customers across India.
- Attending onsite service and support.
- Providing the Network support, LAN, WAN troubleshooting.

Company: Concentrix services India private limited.

Duration: March 2021 to till date.

Roles & Responsibilities (Senior Representative, Operations)

- Lenovo technical support engineer, providing ThinkPad and Lenovo product services.
- Using MSD -Microsoft dynamics tool for creating ticket and work order.
- Maintaining SLA - services level agreement.
- Providing remote support for validating issue software and hardware related.

- Using e-ticket and outbound call to customer understand the issue then providing the support.
- Gives installation of the over end to end office environment and maintained entire system activities.
- Give support to solving tickets through a mail and tool supports in process.

PERSONAL INFORMATION

Father's Name : K.Chinnamuthu
Date of Birth : 02.06.1994
Marital Status : Single
Languages Known : English, Tamil
Nationality : Indian
Address : # 3/175, Kombadiyur,
Perumbalai, Dharmapuri (DT) -636811

DECLARATION:

I hereby declare that the above written particulars are true and best of my knowledge and belief.

Place:**Date:****(JAYASANKAR C)**