

Sangeeth Sreedharan

System Support Engineer



Dubai, UAE

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Objective

Highly adaptable and versed System Support Engineer with 4+ years career experience in Technical Administrative environments. Seeking a challenging role as a Technical Engineer for IT/ELV system where I can utilize my skills and technical proficiency to contribute to the success of the company.

Professional Experience

2020 - Present | System Support Engineer

National Institute of Electronics & Information Technology
(NIELIT), India

Technical support to clients via phone, email, and remote assistance

Troubleshoot hardware and software issues for clients.

Escalates complex issues to senior technical staff Monitoring and managing remote and local network infrastructure when required.

Maintain logs of customer issues in order to keep track of common problems, identify areas for improvement, and provide a record of resolutions for future reference.

NIELIT's exam software testing to meet the specified requirements and function correctly before being released to end-users.

Network troubleshooting and maintenance.

Executive Summary

4 + years of experience in software testing, computer networks, system & client support

Proficient in the testing and configuration of CCTV systems and other ELV systems

Experience in handling clients for technical assistance

Possesses excellent communication skills, both verbal and written

Excellent troubleshooting skills

Strong academic background in Electronics and Communication Systems

Education

Master of Science

Electronics and Communication Systems
Bharathiar University, India

Bachelor of Science

Electronics and Communication Systems
Bharathiar University, India

Professional Experience

2019 -2020 | Intern (6months) Surya Associates, India

Installed configured and troubleshooted end-user workstation and networking softwares.

Integration of CCTV over IP

Configuration of network cameras and NVRs & DVRs over local area as well as wide area network

Configuration and Programming of Security Systems

Provided assistance in fixing hardware and software problems, ranging from minor issues to complete network breakdowns.

Installations and maintenance of Laptop, desktop, Windows/Linux Server, printers, scanners, antivirus etc.

Languages

English, Hindi, Malayalam, Tamil

Personal Profile

Father Name: Sreedharan

Date of birth: 20-March-1994

Nationality: Indian

Driving License: Valid Indian License

Visa Status: Visit Visa [Valid till 14-08-2024]

Courses & Certifications

Cisco Certified Network Associate

CCNA – Infocampus Institute

Microsoft Certified Solutions Associate

MCSA – Infocampus Institute

Certification in C and C++ Programming

Certification in Robotics and Automation

Certification in Embedded Systems with PCB Designing

Area of Interest

IT Administration Technical Support

Computer Networking System Design &

Presales

Security Systems, AV & ELV Systems

Server Administration