



Arun kumar.v

COMPUTER ENGINEER



OBJECTIVE

Looking for a professional career that offers opportunities to develop myself according to corporate world as well as give personal growth and to deliver maximum result in the works entrusted to me.

PERSONAL DETAILS

Birth date

04 July 1988

Nationality

Indian

Address

8/88/1A, Bethel nagar, Kulathuvillai,
Tengamputhoo po.
Kanyakumari dist.
Pin: 629602

Marital Status

Married

CONTACT

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PROFESSIONAL EXPERIENCE

System Administrator: Alpha Arts and Science College.
(Jan 2022- till date)

- Monitor network performance, troubleshoot connectivity issues, and ensure optimal network security.
- Implement and maintain network security protocols, such as firewalls and intrusion detection systems.
- Administer and maintain the Organization's network infrastructure, including routers, switches, firewalls, and wireless access points.
- Manage and maintain the Institution's server infrastructure, including file servers, email servers, and domain controllers
- Perform routine server maintenance, updates, and backups to ensure data integrity and availability
- Handling Different PC Operating Systems (Windows 7/8/10 and 11) Ubuntu, Centos
- Assist with user account management, password resets, access control, CCTV management.
- Install, update, and maintain software applications used in the educational environment, including learning management systems (LMS), student information systems (SIS), and classroom software.
- Coordinate with vendors for hardware warranty and repair services.
- Maintain documentation of IT systems, configurations, and procedures for reference and training purposes.
- Install, configure, and maintain CCTV cameras, DVR/NVR.

Organization 2:

DESKTOP SUPPORT ENGINEER: CMS IT SERVICES

Duration Jan 2019 to 2021 Dec.

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- Strong diagnostic and troubleshooting skills for hardware, software, and network-related issues
 - Proficiency in remote desktop applications, screen-sharing tools, and IT support software
 - In-depth knowledge of operating systems, including Windows, macOS, and Linux
 - Familiarity with IT service management (ITSM) frameworks and ticketing platforms
 - Solid understanding of networking protocols and concepts such as TCP/IP, DNS, VPNs, and firewalls
 - User Support: Respond to user tickets via phone, email, or chat for hardware/software problems.
 - Sets up computer hardware systems, installs and upgrades software, and troubleshoots basic IT issues.
 - Approve and apply patches for servers and desktops.
 - Troubleshoot network-related issues (LAN/Wi-Fi/VPN).
 - Implement and maintain VLANs, DHCP, DNS, and IP address management.
 - Handle IT assets inventory and documentation
 - Support video conferencing systems and meeting room devices.
 - Desk side (Win7/Win8/Win10) Troubleshooting experience.
 - Taking ownership of customer issues reported and seeing problems through to resolution.
 - Following standard procedures for proper escalation of unresolved issues to the appropriate internal teams
 - Troubleshooting Network connectivity in a LAN/WAN environment
 - Hands-on experience in MS-Outlook configuration & Troubleshooting
 - Active Directory user management and basic knowledge of Active Directory, DHCP and DNS



Organization 3:

*Customer support team leader:*HCL SERVICES LTD

Responsibilities:- (Handled AMC projects of HCL SERVICES in Kanyakumari district)

- High level troubleshooting, as well as coordinating & cooperating with team members, customers, system integration partners.
- Provide support for technical, IT infrastructure issues to ensure client satisfaction.
- Ensure proactive health checks, hardware & software management with team.
- Technical ownership in procurement, inventory & vendor management
- Support process adherence, time line management
- Technical ownership in supporting, rolling out upgrades and enhance existing system to improve customer experience
- Ability to learn new technologies around IT Infrastructure, demonstrate & lead at functional level
- Exceptional team management
- Great Soft skills in communicating with external – clients, partners, vendors & internal – team members, co-workers.
- Patience in handling customer issues, ensure close looping open ended things.
- People management responsibilities include Managing team's workload.Setting work and training priorities.

Duration: From March 2012 to June 2014 (Two year three months.)



Organisation 4:

Systemanalyst: Krishnaswamy Group of Educational Institutions. Responsibilities:

- (**System Administrator** single point IT contact in the college)
- Install, configure, and maintain Windows/Linux servers, desktops, laptops, and networking devices.
- Manage campus network, Wi-Fi, firewall, switches, and structured cabling.
- Monitor system performance and ensure high availability of IT services.
- Provide technical support to staff, faculty, and students for hardware, software, network, and application issues.
- Perform root-cause analysis and implement long-term fixes.
- Maintain IT helpdesk logs and ensure timely issue resolution.
- Handle installation, configuration, and maintenance of academic software and college ERP systems.
- Knowledge of ERP systems, CCTV management, and virtualization tools.
- Strong knowledge of Windows/Linux servers, networking, and IT
 - Document IT procedures, configurations, and system changes.
 - Ensure security through access controls, backups, and firewalls
 - Provide first-level support for IT and infrastructure operations, focusing on helpdesk tasks and resolving user-related to laptops and desktops.

Duration: From 2011 Jan to 2012 March, (One year and 3 months.)



Educational Profile:

▪ *BCA*

From : Govt. of Tamil Nadu,

Institution : Tamilnadu open university 2024 to 2026

▪ *Diploma in Electronics and Communication*

From : Govt. of Tamil Nadu,
Department of Technical Education (2006-2008).

Institution : Moderator Gnanadason Polytechnic College, Nagercoil.

▪ *HSC*

From : Govt. of Tamil Nadu,
State Board of School Examination,

Institution : DVD Higher Secondary School College, Nagercoil.

▪ *SSLC*

From : Govt. of Tamil Nadu,
State Board of School Examination.

Institution : SLB Higher Secondary School, Nagercoil.

Additional Certifications

- ITIL V5 Foundation certification.
- Microsoft Azure certification.
- Desktop L3 certification from CMS IT SERVICES.
- Certification course in hardware and networking
- Certification course in MS office software.

SKILLS

● **NETWORKING SKILLS**

- Managing and maintaining the server, pc's, Routers and Switches.
- Telnet/SSH/Vlan, Switching, Routing and Firewall managing
- Managing Domain /DHCP/DNS/ ADDS/ WDS/VPN and RAID
- Installed and configured DHCP client/Server.
- Configuring, managing and maintaining networking equipment.
- Network processing, Centralized and distributive network connection.
- Installing configuration and administering network technologies.
- Installed and configured workstations for IP/IPX based LAN.
- Operating Systems: Windows /XP/Vista/7/8/10/11 Ubuntu, Centos.

● **HARDWARE SKILLS**

- Installation : All Windows, Software, Driver & Hardware Installation.
- troubleshooting skills in software and hardware problems.
- Troubleshooting of personal computers on line support to customers.
- Configuring and troubleshooting desktops, laptops and servers and Printers.
- Computer assembling and maintenance. Troubleshooting hardware and software problems.
- Installing software and application to user standards.
- Respond to user inquiries and resolve technical issues, log manage incidents and service requests;

● **CLOUD COMPUTING**

- Microsoft Azure certification.

PERSONAL INTERESTS

- Reading, Bible. Fixing computers
- Playing cricket
- Traveling and listening music.

LANGUAGES KNOWN

English, Tamil.

DECLARATION:-

I hereby declare that all the information given above is true as per my knowledge & belief.