



# Dhanesh Kumar P

## IT Support Engineer

### PERSONAL SUMMARY

A successful IT Support Engineer with extensive experience of investigating and diagnosing hardware & network problems also knowledge of IT operating systems, especially Windows, Microsoft Office, Auto desk and other major software solutions. Multi-talented with good all-round technical skills and the ability to develop and maintain close working relationships with other support and development teams. Having the personal drive required to deliver a service that exceeds the expectations of colleagues and end users through a positive, well organised and structured work ethic.

Looking for a career advancement opportunity with a company that will challenge my problem solving skills and allow me to develop my knowledge & potential.

### AREAS OF EXPERTISE

*Microsoft operating systems*

*Computer networks and TCP/IP*

*Network cabling*

*Preventative maintenance*

*Desktop & Server Support*

*Software Troubleshooting*

*Supporting desktop systems*

*Microsoft Office*

### PROFESSIONAL

*CCNA Certified*

*ITIL Certified*

*Hardware & Networking*

*Expert in Documentation*

*Expert in Troubleshooting*

### PERSONAL DETAILS

*Dhanesh Kumar P  
Thundipurackal House,  
Kidangara, Alappuzha  
Kerala India*

*Mob: +91 9526631506  
Email: [dhaneskumarp@gmail.com](mailto:dhaneskumarp@gmail.com)*

*DOB: 07/11/1989*

*Passport :K4290947*

### WORK EXPERIENCE - ( Total: 6 Years )

#### **Imperial Trading & Contracting Company ( Sasco Group in Qatar )**

Designation: IT Support Engineer ( Feb-2013 - Aug 2018 )

#### **Ambujex Technology Bangalore, India**

Designation: Mobile Computing & Support Trainee

#### **Duties:**

- Manage and monitor all installed Systems, configuration of mailboxes assign privileges
- Hardware, Software, Printer, Storage Installation and Support.
- Bio-Metric Devices, CCTV Cam, Network Printer, IP Phone, Wifi Modem, Router, Firewall, Accesspoint, Installation & Troubleshooting.
- Working on Active Directory accounts, configuration of Outlook & Remote application Support
- Managing and monitoring and resolving issues using remote control softwares.
- Responsible for Preventive security issues, ERP MM functional Support.
- Troubleshooting technical problems and implementing solutions.
- Purchasing of IT Equipment and software in line within agreed budgets.
- Supporting a multi-site IT infrastructure of at least 200 employees.
- Responsible for the fast and accurate troubleshooting of reported faults.
- Providing technical support via helpdesk systems.

### KEY SKILLS AND COMPETENCIES

- Highly organized and disciplined with a passion for Information Technology.
- A positive, high energy team player.
- More problem solving skill and knowledge in hardware/software functions.
- Good Communication, Flexibility, Customer-Friendly attitude.

### ACADEMIC QUALIFICATIONS

B.Tech IT ( Anna University Coimbatore )

### TECHINICAL QUALIFICATIONS

CCNA Certified

ITIL Certified

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