

VINAYA KRISHNAN T

IT SUPPORT ENGINEER

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OBJECTIVE:

To be a part of a progressive organization and to work with a team for achieving the organizational goal thereby developing my skills and gaining satisfaction in all aspects

TECHNICAL SKILLS:

- Have Knowledge about ellider Health information system
- Worked as technical support engineer
- Providing the HIS Application & infrastructure Support to the end users
- Training the end users and explaining the workflow if required
- Escalating issues to L3 support if required
- Supporting desktops, local and network prints scanners and other peripherals
- Attending the service desk calls, resolving the application and the hardware /network issues
- Operating Systems: Windows XP,7,10,11, Linux
- Microsoft Programs: MS Word, MS PowerPoint, MS Excel, Outlook, MS Teams
- Network: Subnets, CIDR (Classless Inter-Domain Routing), IPV4, IPV6, Knowledge of working of route and switch, Knowledge of TCP/IP and OSI Model (Open Systems Interconnection Model) and layers

PROFESSIONAL EXPERIENCE:

Have 2.3 years of work experience in IT

IT Support (HIS Ellider Software)

Sept 2021 - Jul 2022

- Delivering ellider software application software (HIS Software).
- Provide training to end users.
- Setting up accounts for new users.
- Installing, Configuring and troubleshooting computer hardware, software, networks, printer and scanners either remote, call support or onsite.
- Install, configure and upgrade operating systems and software
- Record, track and maintain IT assets

- Monitoring the infrastructure through monitoring tools.
- Helpdesk ticketing.
- Security system CCTV, PA system, Access control.

Junior Process Executive (Inforks PVT LTD)

Oct 2019 – Jan 2021

- Process quality data for training perception models through fully managed image annotation services.
- Worked on labelling images, videos, audio clips and texts.
- To process quality training data for AI models under various use-cases.

COURSES COMPLETED:**Nov 2022 - feb 2023**

- **Amazon Web Services (AWS)**
 - Monitoring infrastructure health, security, and capacity on a client's Environment.
 - Managing infrastructure of client both Windows and Linux
 - Launching and configuring EC2 instance using AMIs (Linux/Windows)
 - Create IAM users and Policies to the application for the access of these storage
 - Installing and configuring Apache web server in windows and Linux
 - Creating/Managing instance image/Snapshots/Volumes.
Configuring alarms for CPU utilization

EDUCATION:

- BSc Computer Science (Bharathiar University) 2016-2019
Nehru Arts And Science College
- Computer Application (Vocational Higher Secondary Education) 2014-2016
K. P. S. M. M. higher Secondary & Vocational School
- Secondary school (State Syllabus) 2013-2014
Mannam Memorial NSS English High School

PERSONAL DETAILS:

- Gender : Male
- D. O. B : 16 -09 -1998
- Marital status : Single
- Languages Know : English, Malayalam, Tamil
- Permanent Address : Thekkethil House, Ottapalam (po) Kerala, pin- 679101
- Nationality : Indian
- Passport no: T8850078
- Date of Issue 13/08/2019 Date of Expiry 12/08/2029

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