

# NITHIN.K.T

## Computer Technician

+91 9946696762  
antonyalan1@gmail.com



## SUMMARY

Motivated computer technician with 9+ years of experience in hardware troubleshooting operating systems, networking, and customer service. Demonstrated success solving complex computer issues resulting in improved system performance and customer satisfaction. Proficient in Windows, Mac OS, and Linux OS, with expertise in mobile device and laptop repair, printer maintenance and repair. Bachelor's degree in Computer Hardware and Network Engineering.

Passionate about problem solving and delivering excellent customer service. Accomplishments include implementing security protocols resulting in zero data breaches and streamlining support processes to enhance user experience.

## STRENGTHS

- **Problem Solving**  
Experienced in diagnosing complex computer issues,  
Finding creative solutions resulting in a 20% improvement in overall system performance.
- **Customer Service**  
Proven ability to provide excellent customer service,  
Resolving technical issues promptly resulting in a 95% Customer satisfaction rating.
- **Attention to Detail**  
Meticulous identifying and rectifying errors in Hardware and software configurations, ensuring optimal system functionality.

## EXPERIENCE

2023-Present

Ranni

### IT Support Technician

**KARUNYADIGITALSHOPPE**

Provided technical support to clients, troubleshooting and resolving hardware and software issues effectively.

- Installed software and performed system updates for 50 clients, ensuring optimal performance and security.
- Collaborated with a team of technicians to complete a company-wide hardware upgrade project within the set dead line

**2015-2017**

Vadaserikara

### IT Technician

#### NEXUS COMPUTERS

Assisted with computer repairs, software installations ,and network trouble shooting for clients.

- Provided remote technical support for customers, resolving 50 issues per day with a 90% first- caller solution rate.
- Conducted hardware and software testing ,identifying and resolving compatibility issues resulting in improved system stability.
- Assisted with network configuration and setup for small businesses, enhancing connectivity and security.

**2012-2015**

Changanacherry

### IT Technician

#### SMART SYSTEMS

Developed procedures for Quality Assurance testing. Report defects and recommend.

improvements, alterations and repairs

Maintain inventory lists and requisitions supplies, materials and repair parts.

Facilitated training for technical staff and client

## LANGUAGES

English

Malayalam

Tamil

## SKILLS

Hardware troubleshooting Operating systems (Windows, macOS, Linux)

Networking (TCP/IP, DNS, DHCP) Security protocols and best practices Mobile device and laptop repair

Printer maintenance and repair Customer service Problem-solving Attention to detail Teamwork.

## EDUCATIONAL CREDENTIALS.

Diploma in computer Hardware and Network Engineering.

Intermediate (CS) GOVT.HSS CHITTAR. STATE BOARD KERALA.

Matrivulation GOVT.HSS CHITTAR. STATE BOARD KERALA.

## DEMOGRAPHIC DETAILS

Father's Name : Thankachan KJ  
DOB : 19/06/1992  
Sex : Male  
Nationality : Indian  
Address : Karukayil (h)  
Chittar (po)  
Chittar,pathanamthitta.

## DECLARATION.

I hereby declare that the above mentioned facts and details are true and to the best of my knowledge and concern.

Yours Faithfully,  
NITHIN KT.