AJITH KANNAN R

IT SUPPORT ENGINEER

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Alain

SUMMARY

Dedicated and detail-oriented IT Support Engineer with 5+ years of experience in troubleshooting hardware, software, and network issues. Adept at system installation, maintenance and providing user support. Skilled in problem-solving, documentation, and ensuring optimal system performance. Passionate about delivering seamless IT solutions while maintaining security and compliance. Seeking to leverage technical expertise to enhance organizational efficiency.

EDUCATION

Syed Ammal Arts & Science College, Alagappa University
Bachelor of Computer Application (**BCA**)
2016 – 2019

SKILLS

- Operating Systems
- Hardware Troubleshooting
- Software & Tools
- Ticketing Systems
- Communication
- Attention to Detail
- Microsoft Office
- Customer Service
- Troubleshooting
- Technical Skills
- Problem-Solving
- Adaptability
- Time Management

PERSONAL DETAILS

Date of Birth	: 15/05/1999
Nationality	: Indian
Marital Status	: Single
Passport no	: U2255716
Language Known	: English,Tamil, Hindi,Malayalam, Arabic(Beginner)

EXPERIENCE

IT Desktop Support   **2023-Present**
Emirates International Hospital,UAE

- Diagnose and resolve hardware, software and network issues to ensure seamless IT operations.
- Provide technical support to end-users, troubleshooting IT-related problems through phone, remote and in-person assistance.
- Perform regular system updates, hardware maintenance, and printer troubleshooting.
- Document and report technical issues and resolutions to improve future IT support efficiency.
- Configure and maintain workstations, operating systems, and applications while ensuring compliance with security protocols.

IT Support Specialist   **2021-2022**
Indian Overseas Bank,India

- Offered first-line technical support for desktop, laptop,Printers and network-related issues.
- Managed OS installations, software upgrades, and system configurations.
- Trained employees on IT best practices, security protocols and software usage.
- Maintained detailed logs of technical issues and solutions to enhance knowledge-sharing.

IT Technician   **2019-2021**
Hi-Tech Computers,India

- Installed, repaired, and maintained hardware components, peripherals and network devices.
- Diagnosed and resolved operating system failures and software-related issues.
- Managed printer maintenance, toner replacements, and enterprise-level desktop support.
- Facilitate IT equipment sales, provide network installation and diagnostic services and collaborate with Acer through company tie-ups to deliver enterprise-level desktop and Laptop support.