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FALCON ID # 30815

IT / It Technician

Residential Country : India Nationality : India
Resume Title : It Technican Notice Period : 1 Days

EDUCATION

Qualification	Institute / College /university	Year	Country
M.sc.	Thiruninravur	2006	India

CAREER SUMMARY

Position	Employer	Country	From Month/ Year	To Month/ Year
Onsite It Support	Gyg It Solutions	India	12/2014	08/2015
Senior It Technician	Dell	India	09/2013	12/2014
Senior Customer Support	Yalamanchili Software Exports	India	03/2011	04/2013

ADDITIONAL CERTIFICATE AND TECHNICAL QUALIFICATION

Name Of The Course	Course Date	Valid Upto	Name Of Organisation
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Current Salary (Monthly In Usd): Not Mention Expected Salary (Monthly In Usd): Not Mention

Additional Skills :

Software Exposure

Operating System : SUN SOLARIS, LINUX, Windows XP/Vista/7/8,
Macintosh,
Programming languages : SQL, Basic Unix

RDBMS : Oracle 10g, 11g
CASE Tools : Sibel, MOXI, JIRA, Putty

Additional Information :

- ? Perform systems administration tasks associated with implementation, migration and deployments utilizing remote-hands.
- ? Quickly and efficiently troubleshoot simple and complex issues in order to provide outstanding support for customer and internal needs.
- ? Identify areas for process and efficiency improvement within Systems Operations; recommend solutions and assist in overseeing implementation.
- ? Actively facilitate continuous improvement.
- ? Ensure all necessary operational processes and procedures are carried out with a high level of attention to detail, expediency and on- time delivery .
- ? Create and maintain system information diagrams and detailed documentation.
- ? Monitor various systems capacity and provide analytics & forecasts for added or reduced capacity as required .
- ? Use strong communication skills (both written and verbal) to direct with precision and clarity remote-hands technicians over the phone to execute deployment, break-fix, and upgrade plans accurately.