NAVEEN LINGESH. B D-Block BM Glorietta, Whitefield,

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**OBJECTIVE**

I am seeking Having 4+ years of experience in Windows IT infrastructure as well as Good command in the area of IT Operations, Solutions, Administration, Installation, Configuration of Mail Clients, Managing Antivirus, Application Management, Data Backup Installation, Printer Management, and Vendor Management

**PROFESSIONAL EXPERIENCE**

Organization : HCL.Tech,

Destination : ***Senior Analysis***

Period : 2022 (Sep to March) 2023.

Organization : S inFotech Pvt.,

Destination : ***IT – Admin***

Period : 2019 (Dec to Dec) 2022.

Organization : Velocis System Pvt Ltd.

Destination : ***IT - Programmer / Technical support***

Period : 2018 December to 2019 December

Organization : Relince Jio Infomm,

Destination : ***Tech Support Engineer L2***

Period : 2017 July to 2018 Augest

Organization : KANI INFO-TECH

Destination : ***Service Desk Engineer / Customer Executive Engineer***

Period : November 2015 to April 2017

* I was Worked in **IT Service Desk L2**  Management for US Clients And Costumer .
* Prepare as Multi­task in call center environment, Networks and Hardware / Software database systems
* Clear That Solutions For office applications, repairs, and preventative maintenance. helpdesk tickets in the ticketing system and assigning. For Ware house.
* Troubleshoot problem areas Handle (Calls to via remote access) tool like VOIP. company tools and tickets rises.
* I was Worked in **IT Infra Engineer** for **Progressive Pt Ltd** (Wipro, TCS, Bosch) Clients Empower Group Pt in UK Costumer.
* Each and every Tickets Prepare various Clients, To alert reports of disposals. Environment.
* Go for Client Site to enquiry office applications, repairs, and preventative maintenance. In charge helpdesk tickets in the ticketing system and assigning.
* I was Worked in **IT Support Engineer**  Asset Management tool for each and every Staffs. Prepare various weekly, monthly and quarterly reports of disposals. Multi­task in call center environment, multiple database systems
* Sets-up new computers for staff, create user accounts, and install office applications, repairs, and preventative maintenance. In charge helpdesk tickets in the ticketing system and assigning.
* The person will also troubleshoot problem areas (In Person, by telephone or via remote access) in a timely and accurate Remote connectivity tool like VOIP and Team Viewer, Any Desk
* After That Just 30 Days worked in **IT CONSULTANT / Airport Customer Service** Airport
* Monitored daily administrative functions, Checking in baggage at the counter, Verifying identification and travel documents to efficiently board passengers for an on-time departure.
* Assist with user management. Provide support for faculty through campus locations.
* I was Worked in **IT Assistant Manager** for ESIC Hospital to Worked on NICSI Client
* Managing 100+ windows 30 N-COM 5 (Ain1) 5 laptop 5 MacBook System infrastructure with Configuring and monitoring
* Internal / external escalation for customers/ vendors/ Client for Incident Management. ESIC User ID creation and deletion.
* Vendor management with HP, DELL, SAMSUNG and BSNL, RAILNET. Troubleshooting and monitoring Include CCTV, BMS
* Technical assistance computer users. Answer questions resolve for clients, Customer, company person, through telephone, VOIP, REMOTE, Video Conference (Any-Desk, Team Viewer)
* Configuration of proxy settings and IE security settings on Web Browser (MS IE, Google Chrome, Firefox, Opera).
* ***Technical Support Engineer L2*** Voice Support & Email technical Support to ensure closure as per Customer and Clint for US Toll free handle.
* For LAN installation For CISCO Products as Switches @ Routers for Jio Towers.
* In CISCO they provide Micro Wave @ Fiber Optical are waves will be Installed for here RF **Telecommunication**
* Cisco Switch rack connecting from old Switch to New & Basic Testing. If some problem need to technical coordinator.
* Installing NAC software in Systems And Switch to Handover the concert person ***Customer Service Executive*** Banking services Installation / service maintenance related activities related to PC & Network Printer & Scanner, E-mail configuration
* Installation of logic boards, HD, memory and any additional hardware. Troubleshoot start-up conflicts and interpret error messages. Organize and optimize hard drives.
* Doing L0,L1&L2 testing, troubleshooting and debugging using specific device.
* Set up and supported the IT equipment in Client / Customer Vendor for offsite @ Onsite events. Maintained the IT inventory, equipment assignments
* Provided day­to­day technical and application support on the phones, via online chat or face to face at desk assisting with employee issues involving desktop, laptop, network or application services.

**EDUCATIONAL QUALIFICATIONS**

* Bachelor of Electronics and Communication Engineering From Raja college of Engineering & Technology, Madurai in 2015 (Secured 62.5%)
* Diploma In Electronics And Communication Engineering From DOTE, Chennai in 2011 (Secured 67 %)
* Diploma in CHNW in CIICP of DOTE. 2008 (Secured 70%)
* Class 10 From Syed Ammal Higher Secondary School, Ramnad (TN State Board) in 2006(Secured 58.5 %)

**INDUSTRIAL TRAINING / WORKSHOPS ATTENDED**

* Undergone to IPT in **HITAKEY INFOSYS** in Thrichy.
* Undergone to IPT in **Prasar Bharathi (Broadcasting Corporation Of India) HPT** in Rameshwaram..
* Participated One day **Workshop** on “PCB DESIGN & PROCESS” in RR CIRCUIT SOLUTION, Chennai.
* Undergone to Program in CHNW in CIICP of DOTE.
* Undergone to Participate Sports Coaching Camp
* Participating in Madurai MARATHON.
* DTP. certificated by Z and COMPUTER INSTITUTE.
* PSPICE at CADD CENTER

**PROJECTS**

* FIBER BASED LASER TRANSMISSION TO VOICE & DTMF COMMUNICATION IN COAL MINE.
* LOSSLESS IMAGE COMPRESSION AND DECOMPRESSION TO IMPROVE THE PSNR AND MSE VALUES USING ARCHITECTURE
* FUZZY BASED TRAFIC LIGHT CONTROL.

**PERSONAL PROFILE**

Name : NAVEEN LINGESH.B

Date of Birth : 13.12.1990

Father Name : Mr. BalaKrishnan. M

Passport No : P 1793988 (01.08.2026)

Languages Known : Tamil & English (R&W)

Permanent Address : 1/640\_1, Bhagavath Singh Road,

 Bharathi Nagar, Ramanathapuram.

 Tamil Nadu - 623503.

Date : Yours sincerely,

Place: Ramanathapuram

 (B.NAVEEN LINGESH)