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Education:

First class Diploma in Electronics and Communication (2017- 2019) in Kumaran Polytechnic college with 80%

Work Experience:

1. 2 Years. Apprentice Training and Company Training in Quality Control Inspector at ITC Limited SBU Printing & Packing Chennai.
2. 1 Years and 11 Months Network Support Engineer at Microsense Networks Private Limited.

Career Overview:

Organization	Experience	Skill set
Microsense Networks Private Ltd	Jan 2022 – Dec 2023	Router configuration, Nomadix configuration, VLAN, DHCP, DNS, Hotspot configuration
ITC Printing & Packaging	Oct 2019 – Dec 2021	Quality Analysis, Material Management, SAP, QC Certificate

Skill Set:

- Configuration Mikrotik Devices and AP (Access Point).
- Configuration Switch and OLT (Optical Line Terminal)
- ADC Controllers
- Monitoring the sites
- SAP Tool
- Hotspot Configuration
- Technical Support and Troubleshooting
- Installation & Configuration of Desktop
- Email Outlook Configuration

Knowledge Skills:

- Have good knowledge in router and switches configuration and troubleshooting.
- Have good knowledge in networking concept.
- Have good knowledge in printer and scanner configuration and troubleshooting.
- Have good knowledge Install and Computers and software systems.

Roles and Responsibilities at Microsense Networks:

- Handling L1 & L2 troubleshooting for networkissues and coordinating with ISP vendors.
- Given resolution for 99.5% of the tickets within SLA without the next level escalation.
- Alerting and tracking issues (SNMP, ICMP, TCP, UDP).
- Monitoring NMS alerts and threshold alerts for network devices (Dude).
- Configuring and monitoring network devices using Mikrotik Dude.
- Configuring Supporting and managing gateway Devices like (Mikrotik devices) and AP (Access Point).
- Server Monitoring via Kiwi Syslog.
- Mikrotik ADC Backup Operations.
- Knowledge of CRM Tool (ZOHO).
- Knowledge of SD-WAN Monitoring Tool.
- Wireless Access Points Configuration.
- Email Outlook configuration
- Site Monitoring and MRTG Monitoring.

Roles and Responsibilities at ITC Printing & Packaging:

- Tolerance Folder Preparation.
- Daily report for Printing sheets testing and reporting.
- Responsible for Daily communication report.
- ZDC Monitoring.
- Daily 5s Maintenance.
- Using SAP Software.
- Certificate of analysis preparation.
- Make a weekly quality report to reduce the rejection in internal.
- Monthly report for customer requirements.
- QA10 Stock verification and make a report.
- QA10 Stock move to FG Warehouse
- Involved and verify the products in Marketing PQRS (Products quality rating system).
- Co-ordinate with team for Customer complaint analyse.