RITHESH KUMAR

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CAREER OBJECTIVE

To gain employment with a company that offers me a consistently positive atmosphere to learn new technologies and implement them for the betterment of the business.

EXECUTIVE SUMMARY

Operating System	: MS-WINDOWS 98/XP/2003/Vista/Windows7/Server 2008/win8/Win8.1/Win 10/Server 2012/Hyper V/ SCCM basics. Working Experience on Windows 2000/2003 Active Directory,
Software Applications	: MSOffice, Banking software installation & troubleshooting.
Hardware	: Assembling, Installation, Troubleshooting-(Hardware & Software) of IBM, Lenovo and HP Compatible PC's, laptops and tab.
Network	: Configuration & Troubleshooting of TCP/IP, Access Points & Switches

ACADEMIC AND PROFESSIONAL CREDENTIALS

SSLC   **-**Sri Ramakrishna High school, Mangalore
PUC   **-**St Aloysius College (Mangalore University)
B Sc (PCM) **-**St Aloysius College (Mangalore University)

TRAININGS / CERTIFICATIONS:
Diploma in Commercial Applications (2002) from MICE, Mangalore.
A+ and N+ Certifications from IIHT, Mangalore.

JOB EXPERIENCE

August 2015- Till date   : Employed by **Besant Women's College,** Mangaluru
Title   : **Technical Support Assistant**
-Installation & Maintenance of Desktops, Server, & Notebooks.
-Installation & Maintenance of Printers, Scanners, etc.
-Looking after the website of college and ensuring that faculty members submit the report of activities on time. Also updating the website using WordPress.
-Giving IT related solution whenever needed.
-Helping NAAC coordinators to get IT related information for SSR documentations.
-Training fresher's with basic computer for every academic year.

Nov 2011- June 2015   : Employed by **Unisys India Pvt Ltd.** Bangalore
Title   : **Customer support Engineer** at **Microsoft (GTSC)** Bangalore
-Customer Service; Installation, configuration, and maintenance for Windows Server 2008 & 2012, Windows 7, 8, 8.1, 10 OS; server hardware installation and maintenance, basic Active Directory management.
-Responsibility includes enabling and disabling various services in windows 7 systems.
-Enabling of bit lockers and troubleshooting related issues.
-Knowledge in Installation of SCCM and MDT 2010 in Win Server 2008.
-Troubleshooting basic OS related issues. Configuring VM's and TS basic issues.
-Installation & Maintenance of Lenovo, HP laptops.
-Troubleshooting of HP workstations, Dell desktops. And all Hardware related issues.
-Network related issues like Port issues, Rough DHCP.
-Attended tab event on behalf of Microsoft organized by Intel at Madurai and Coimbatore.

May 2011- Nov 2011   : Employed by **Archana associates Pvt. Ltd.** Mangaluru.
Title   : **Desktop Service cum Network Engineer**
-Responsibilities include installation, servicing & troubleshooting both Hardware & Software.
-Responsibility includes troubleshooting network of canon Xerox machine.
-Installation of windows 7. Hardening of windows 7 systems for various projects.
-Responsibility includes enabling and disabling various services in windows 7 systems.
-Installation of Carrying on MDT 2010 in Win Server 2008.
-Adding machines to the domain. Troubleshooting user related issues.
-Installation & Maintenance of IBM, Lenovo Compatible Desktop and Servers.

Sept 2006-April 2011: Employed by **TATA** Communications Ltd. [TCISL].
Title   : **Wi Fi Executive** for KMC, Mangalore and The Zuri Hotel, Bangalore.
- Responsibilities include troubleshooting& maintaining wireless connections in customer's location.
- Maintenance, configuring & Installing of Cisco Access point, D Link Access point.
- Hands on experience on Cisco catalyst switch 2950.
- Maintenance, configuring & Installing of Proxim Orinoco AP 4000MR-LR AP, Proxim Orinoco AP.
- Maintenance of IMXi 4 modem**,** ASMI Ethernet Modem andASMI E1 Modem.
- Commissioning Point to point RF links (Tsunami MP.11)

Aug 2005-May 2006   : Employed by **INFINITI ENGINEERS** Ltd. Franchise for CMC India.
Title   : **Resident Service engineer** for Vijaya Bank, Mangaluru.
-Responsibilities include installation and troubleshooting of HP branded Pc's.
-Maintaining Network of the organization having around 500 computer systems.
-Troubleshooting Network printer, internet connectivity, intranet Connectivity etc.
-Configuration, Troubleshooting and Maintenance of the IT/Network infrastructure (Server,
Workstations and Network Devices, printers & peripherals).

June 2004- August 2005   : Employed by **DGITAL SYSTEM**, Mangaluru.
Title   : **Customer support Engineer**.
-Installation & Maintenance of IBM compatible systems.
-Installation & Maintenance of Desktops, Server, Multimedia Pc's, & Notebooks.
-Provide excellent after sales service to customers.
-Installation & Maintenance of Printers, Scanners, etc.
-Configuring all necessary applications to the customers.
-Software installation and Hardware troubleshooting.
-Discussing the systems problem with managers and users.