

RONALD V | IT INFRASTRUCTURE

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Professional Summary

Highly skilled IT support engineer with [5] years of experience providing technical support to end-users, troubleshooting hardware and software issues, and maintaining network systems. Proficient in diagnosing and resolving IT problems, ensuring system security, and improving operational efficiency. Strong communication skills with a focus on customer satisfaction and problem resolution.

Skills

- **Technical Support:** Desktop Support, Network Support, Hardware & Software Troubleshooting, Incident Management, Remote Support
- **Operating Systems:** Windows 10/11, Windows Server 2016/2019 (Basic)
- **Software & Tools:** Active Directory, MS Office Suite, Office 365, Power BI (Basic), Service Now, Remote Desktop Tools (TeamViewer, Any Desk)
- **Networking:** TCP/IP, DNS, DHCP, VPN, LAN/WAN, Wi-Fi troubleshooting
- **Hardware:** PC/laptop repairs, printers, peripheral devices, mobile devices
- **Security:** Antivirus Software (K7, AVAST, McAfee), Windows Firewalls, Encryption, Data Backup & Recovery
- **Customer Service:** Problem Resolution, End-user Training, Escalation Handling
- **IT Support Practices:** ITIL, Service Desk, Ticketing Systems
- **CCTV Systems:** IP Cameras, DVR/NVR Systems, Remote Monitoring Solutions, Video Analytics.
- **Biometric Systems:** Fingerprint Scanners, Facial Recognition, Access Control Integration.
- **Telecom:** PBX systems, Fiber optic networks, structured cabling, network troubleshooting, VOIP Phone.
- **Video/Photo Editing:** Adobe Express, Canva, CAP CUT, Wonder Share (Filmora).
- **PA (Public Address):** Understanding the Components, Setup and Operation, Maintenance.

Experience IT Support Engineer / IT Infrastructure

National Model Senior Secondary School – Peelamedu, Coimbatore / 06/2023 - 03/2025

- Provide technical support to end-users on software, hardware, and network-related issues via phone, email, and remote access tools, ensuring high customer satisfaction.
- Troubleshoot and resolve hardware and software issues across Windows, IFP Board, and mobile devices for [120+] employees in a fast-paced environment.

- Manage and maintain Active Directory user accounts, group policies, and access permissions for over [120+] users.
- Handle incoming support tickets using ServiceNow, prioritizing tasks and escalating critical issues as needed.
- Collaborate with network administrators to maintain system security, conduct regular software updates, and ensure the integrity of internal systems.
- Train users on new technologies and provide clear instructions for troubleshooting common problems.
- Document solutions to frequently occurring issues in the knowledge base for future reference.
- PA (Public Address) system involves understanding its components, setup, operation, and maintenance, ensuring clear sound amplification and distribution for various events and locations.

External IT Support Engineer & Service Engineer

Rajsri Computers – Gandipuram, Coimbatore / 08/2020 – 05/2023

- Delivered remote and on-site IT support to a diverse range of clients, solving technical issues promptly and efficiently.
- Diagnosed and repaired desktop and laptop hardware, including memory, hard drive, and display issues, improving user productivity.
- Administered email configurations, software installations, and system setups for clients.
- Assisted in configuring and maintaining VPN solutions, ensuring secure remote access for remote workers.
- Worked closely with the network team to troubleshoot and resolve network connectivity problems.
- Design, install, and maintain CCTV, biometric, and Telecommunication systems for commercial and residential clients.
- Installed, configured, and maintained telecom systems including IPBX, Fiber optic networks, and structured cabling.
- Collaborated with engineers to design network layouts that improved client connectivity and efficiency.

External IT Support Engineer

Digital Communication | Coimbatore | 05/2018 – 02/2020

- Provide remote and on-site IT support to external clients, addressing hardware, software, and networking issues across various industries.
- Troubleshoot and resolve issues with servers, workstations, routers, and peripheral devices to ensure optimal performance.
- Diagnose and repair software and hardware problems, ensuring quick resolutions to minimize client downtime.
- Assist with deploying, configuring, and maintaining client IT infrastructure, including servers, workstations, and networking devices.
- Perform regular system updates, backups, and security patches for client networks to ensure continued operation and compliance.

- Educate clients on best practices for system use, security protocols, and data protection to avoid potential technical issues.
- Create and maintain documentation of all support activities and resolutions for future reference and knowledge sharing.

Education

- **Bachelor of Electronic & Communication Engineering (ECE)**

Government College of Technology – Thadagam Main Rd, Coimbatore / 2025/ Present

- **Diploma in Electrical & Electronics Engineering (EEE)**

Christ The King Institute of Technology – Othakalmandapam, Coimbatore | 2018

Certifications

- **Linux** - Introduction to Kali Linux Basics. May-2025
- **Cisco** - Basics of Cisco Network Associates. Apr-2025
- **CCNA** – Diploma in Interconnecting Cisco Networking Devices Part 1 (ICND1) V3 CCNA. Mar-2025
- **SAP** – Materials Management (MM) Jul-2019
- **NIELIT** – National Institute of Electronics and Information Technology (Development Course on “Hardware and OS Installation”) Jul-2016
- **BSNL** – Bharat Sanchar Nigam Limited (A GOVT. OF INDIA ENTERPRISE) Training on Mobile Phone Servicing Aug-2016

Projects

AUTONOMOUS FOLLOWER ROBOT FOR MASTER TRACKING

These are the multipurpose robots working on the concept of master and slave. In which the robot is considered as the slave device and connected to the master device using wireless communication. Along with this slave, which follows the master device whenever it moves.

Affirmation

To work in a challenging environment requiring innovation and creativity and also to work hard for the development of the organization and my career

Place: Coimbatore

Yours Sincerely,

Date:

Ronald V