

# Stanley Immanuel

📍 Tamil Nadu    ✉ stanleyimmanuel15@gmail.com    ☎ 8300340591

## Personal Info

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IT Support Engineer skilled in system troubleshooting, server monitoring, and installing CCTV and door access systems. Strong focus on practical problem-solving to optimize performance and maintain a reliable IT infrastructure. Eager to explore new technologies and deliver efficient technical support for seamless operations in the organization.

## Education

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| BCA | Bharathiar University, Bachleor of Computer Application | May 2021- May 2024 |
| HSC | Hillfort Matric HR.SEC.SCHOOL, Higher Secondary School  | May 2020- May 2021 |

## Experience

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| Data Patterns, IT Support Engineer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Chennai             |
| <ul style="list-style-type: none"><li>Ensured smooth functioning of IT infrastructure through proactive maintenance and issue resolution.</li><li>Conducted weekly server health checks, analyzing running tasks, resource usage, and generating performance data reports.</li><li>Independently installed and configured CCTV systems and door access control and feature optimization.</li><li>Designed and implemented a tailored security operations.</li><li>Monitored and maintained LAN/WAN infrastructure, diagnosing connectivity and escalating when needed.</li><li>Documented incidents, resolutions, and FAQs to improve the support process.</li></ul> | Oct 2024–April 2025 |

## Tools and Technologies

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- Recovery Tools: Hiren’s BootCD
- Security and Access Control: TPM Bypass techniques (used for troubleshooting and legacy system access), Matrix Door Access
- Remote Support: TeamViewer, AnyDesk
- Monitoring and Administration: Task Manager, Resource Monitor, Active Directory (basic)

## Skills

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- Operating Systems : Windows,macOS,Linux basics
- Ability to troubleshoot network issues
- Basic knowledge of firewalls and routers
- Installing and configuring software and drivers