



Vivek Anandhan
IT Support Engineer
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Professional Summary

- 1+ Years (July 2018 - Oct 2019) of experience as Support Engineer in Vision Technologies FZE, Sharjah, UAE.
- 3+ Years (Feb 2015 - May 2018) of experience as Office Administrator in KVT Homes & Estates Pvt Ltd, Chennai, TamilNadu, India.
- 1+ Years (Jan 2014 - Jan 2015) of experience as IT Sales& Support(Hardware) in Generation, Chennai, Tamil Nadu, India.

Educational Qualification

Bachelor of Degree in Computer Science Engineering (B.Tech) from Sathyabama University, Chennai, Tamil Nadu, India.

Technical Skills

Programming Languages : ASP.NET, HTML5.
RDBMS : SQL Server 2005, 2008, 2012R2, 2014.
Framework : .NET frameworks (3.0, 3.5, 4.0, 4.5)
Scripting Languages : JavaScript
Web : ASP.NET 4.5.
Web Servers : IIS 6.0, IIS 7.0.
Programming Languages : C,C++,C#
Development Utilities : Visual Studio, MS-Office.

Job Responsibilities

Employer: VISION TECHNOLOGIES FZE

Role: IT Support Engineer (Software)

Responsibilities:

- ❖ Research and identify solutions to software and hardware issues.
- ❖ Diagnose and troubleshoot technical issues, including account setup and network configuration.
- ❖ Track computer system issues through to resolution, within agreed time limits.
- ❖ Talk clients through a series of actions, either via phone, email or chat, until they've solved a technical issue.
- ❖ Properly escalate unresolved issues to appropriate internal teams (e.g. software developers).
- ❖ Refer to internal database or external resources to provide accurate tech solutions
- ❖ Ensure all issues are properly logged.
- ❖ Prioritize and manage several open issues at one time.
- ❖ Follow up with clients to ensure their IT systems are fully functional after troubleshooting.
- ❖ Maintain jovial relationships with clients.
- ❖ Preparing Patient Data, Price List, Employee and Insurance Data as per client request.
- ❖ Resolving issues Claims and sending it to insurance providers(On Client Request)

Employer: KVT HOMES AND ESTATES PVT LTD

Role: Office Administrator

Responsibilities:

- ❖ Creating and implementing new administration systems.
- ❖ Use of a variety of office software such as spreadsheet, emails and databases.
- ❖ Attending training & conferences.
- ❖ Delivering presentations & delivering reports to executives.
- ❖ Making sure the office is adequately staffed at all times.
- ❖ Handling external or internal communication or management systems.
- ❖ Managing clerical or other administrative staff and preparing salary to employees.

Employer: GENERATION

Role: IT Sales & Support - Part-Time (Hardware)

Responsibilities:

- ❖ Recognize the needs of the consumer and provide detailed information to the consumer about the technical specifications of the computer hardware/software offered by the company.
- ❖ Investigates new items and makes recommendations for purchasing products.
- ❖ Checks inventory to ensure orders are in stock.

- ❖ Advises customers on technical matters and recommends appropriate computer configurations.
- ❖ Negotiate price for the sale.
- ❖ Provide technical support after merchandise is purchased.
- ❖ Serve as a customer service rep for customers who have questions or difficulties. Demonstrate product features before a sale.

Key Strengths

- ❖ Strong analyzing and problem solving skills.
- ❖ Excellent communication skills, both verbal and written. Ability to work independently and within a team.
- ❖ Self-Motivated and Goal Oriented.
- ❖ Handling Customer Calls.
- ❖ Working along with the time lines, without any deviations.

Personal Info

Name : Vivek Anandhan
Date of Birth : 30-12-1990
Languages : English, Tamil and Telugu.
Nationality : Indian
Residing Country : Sharjah, United Arab Emirates.
Visa Status : Employment Visa
Visa Expiry : 11-08-2021
Passport No : M2219053

Declaration

I hereby declare that all the above stated information is true and correct to the best of my knowledge.

VIVEK ANANDHAN