

SRIRAMM

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PROFESSIONAL SUMMARY

Resourceful Technical Support Engineer with a proven track record of restoring system functionality through rapid assessment and resolution of diverse hardware and software issues. Exceptional troubleshooting, diagnostic, and repair skills are complemented by meticulous attention to detail and a systematic approach to problem-solving. Committed to delivering top-tier support and enhancing user experience while ensuring optimal performance of technology systems. Dedicated to continuous improvement and staying current with industry advancements to provide innovative solutions.

SKILLS

- Applications installations
- Technical documentation
- Team leadership
- Operations management
- Time management
- Negotiation
- Problem-solving
- Ms office application support
- Hardware and software upgrades.
- Strategic planning
- Decision-making
- Relationship building
- Risk management
- Computer skills

EXPERIENCE

Assistant Manager of Sales | Roshni Iyyankar Bakery's -Pudukkottai, Tamil Nadu.
01/2026-Current

- Managed and motivated employees to be productive and engaged in work.
- Accomplished multiple tasks within established time frames.
- Maximized performance by monitoring daily activities and mentoring team members.
- Enhanced customer satisfaction by resolving disputes promptly, maintaining open lines of communication, and ensuring high-quality service delivery.

DESKTOP SUPPORT ENGINEER | V.U.Associates-Chennai 03/2024-01/2026

- Installed, configured and maintained computer hardware and software.
- Provided technical assistance to user in person, via phone or email.
- Prepare tender documents, including specifications, conditions of contracts and schedules of rates.
- Optimized PC performance through regular updates, patches and system upgrades.
- Configured hardware, devices and software to setup work stations for employees.

EDUCATION

Alagappa University-Karaikudi, TamilNadu, India

04/2023

MASTER OF COMPUTER APPLICATIONS:Software Engineering

GPA: 7.85 CGPA

Alagappa Institute of Skill Development-Karaikudi, India

04/2021

B.Voc.,Software Development: Software Engineering

GPA: 8.5 CGPA

PERSONALDETAILS

Nationality: Indian

LANGUAGES

TAMIL

ENGLISH

HOBBY

Share Market Analysis

Actively follow stock market trends and analyze company performance. Develop skills in financial research, decision-making, and understanding economic factors influencing investments.