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Dubai, UAE

PERSONAL

Date of Birth : 23-01-1994
Gender : Male
Fathers Name : Surendran
Marital Status : Single
Nationality : Indian
Languages : English, Hindi & Malayalam
Passport No. : C3767022

EDUCATION

• Diploma

EK Nayanar model poly technic
Computer hardware maintenance
06/2011 - 04/2014

SKILLS & EXPERTISE

- MS Office Suite
Word, Excel, PowerPoint
- Leadership and team leading
- Technical, Logical and innovative orientation
- Self-learning and hardworking leadership

NIBIN V V

IT SUPPORT SPECIALIST

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hardwork and trusts me with responsibilities and challenges .

EXPERIENCE

• Technical Specialist Support

Auctor Bussiness Solution, Infopark, Kochi, India

DUTIES & RESPONSIBILITIES

JULY 2017 TO NOV 2023

- Identifying and analyzing technical problems that customers face, such as software bugs, system crashes, or network issues.
- Offering step-by-step guidance to help customers resolve the issues they face, often via written instructions or guides.
- Providing assistance to customers through various written channels (live chat, email, and ticketing systems) and ensuring that responses are accurate, helpful, and timely.
- Ensuring that customer issues are tracked, followed up on, and resolved in a satisfactory manner. This can include sending follow-up emails or updates on the progress of issue resolution.
- Actively monitoring system performance or software functionality to identify potential issues before they become problems for the end-user
- Assisting customers with understanding technical aspects of the products or services they use, including offering troubleshooting tips and instructions on product setup and configuration.

• Computer Hardware Trainee

Acer, Kannur, Kerala

DUTIES & RESPONSIBILITIES

OCT 2015 TO JULY 2016

- Assist in troubleshooting and repairing hardware issues
- Support installation and configuration of hardware components
- Participate in testing and evaluating hardware components
- Document findings and assist in system analysis
- Engage in training sessions and workshops
- Collaborate with senior technicians and engineers
- Assist in managing hardware inventory
- Support the maintenance of workshop tools and equipment

CERTIFICATION

- Computer networking
- RHCE
- CCNA