 

|  |  |
| --- | --- |
| **CHANDAN KUMAR B H** | **PH NO: +91 7019618094** |
| **#77/23, 2ND CROSS**  **TAVAREKERE MAIN ROAD**  **Bangalore-560029** | **Email id: chandan.kbh96@gmail.com** |

**CAREER OBJECTIVE**

I want to excel in computer hardware and networking field with hard work, perseverance and dedication.

**Ample Technologies Pvt Ltd**

**Technical Support Executive /iOS 04/12/** 2017 to 25/03/2021

Working as Technical Support Executive in Ample Technologies Pvt Ltd, Bangalore from Dec 2017 to till date.

**Roles and Responsibilities:**

1.Proficient in handling escalated calls and providing 3rd & 4th Level Technical Support to end-users.

2. As a Certified Apple Support Engineer, My role is to provide support to all Apple Products both iOS & Mac devices.

3. Demonstrated exceptional, consistent & comprehensive knowledge of Apple technology & applications.

4. Delivering Exceptional Support for Client and End User while maintaining a high degree of professionalism.

5. Demonstrated all the required knowledge to troubleshoot, install and manage all Mac Computers & iOS Products. Raise the Ticket to Concerned Dept, using Ticketing Tool and Timely Updates on the same.

6. Mac and iPhone’s troubleshoot Hardware and OS related issues.

7. Assisting customers with hardware and software problems, troubleshooting and Rooting protocols like static and dynamic, and taking care of network monitoring and troubleshooting network related issues.

8. Also, have experience as Coordinator in related to Apple products such Inward in apple website and CRM and timely on parts and Sending Known bad board back respective Warehouse.

|  |
| --- |
| **Synopsis :** |

**3Years of experience in Ample Technical Support**

**Name of the Organization: Reliance SMSL Limited (Apple Authorised Service Provider - Reliance resQ)**

**Position Held: Apple Service Associate**

**Duration: 29-03-2021 to till date (Current)**

**EDUCATION**

|  |  |  |
| --- | --- | --- |
| **DEGREE** | **INSTITUTE** | **UNIVERSITY/BOARD** |
| **S.S.L.C** | J.D.H.S Bangalore | KSEEB |

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| IT-Fundamentals (CompTIA A+) | * Installation of all versions of Operating Systems, * OSI Model, * Motherboard, * Troubleshooting of hardware-related issues, * Configuring printers, * Assembling and dissembling. |
| Network (CompTIA N+) | * OSI Model, * IP addressing, Subnetting, * Networking Devices, * Different types of Networks, * Topologies * Structured Cabling, * Wireless Technologies * Networking Devices and Protocols. |
| RHCSA (RED HAT) | * Installation of RHELv6&RHELv7 * User and group administration * File system and Permission * Vi editor, * Managing system services, * Managing system running processes * Backup services, Creating Backup * Well, knowledge about Creating and Managing Partitions. * Telnet, SSH, RAID, LVM, Selinux * Configuration of NTP. * Configuration and Mounting of LDAP Client. |
| CCNA (CISCO) | * Router Fundamental, * IP Routing with Cisco Packet Tracer (static, default, dynamic), * ACL (Access Control List) * NAT (Network Address Translation) * Good Knowledge about Ports and Protocols (Ex:- HTTP, HTTPS, DHCP, DNS, SMTP, SNMP, POP3, ICMP, PING…etc) |
| CSCU (EC-COUNCIL) | * Securing Operating System, * Internet security & Securing network connection, * Social Engineering * Identity theft * Mobile Phones and Tablet security |

**CERTIFICATION**

|  |
| --- |
| Apple Certified Mac Technician 2018 |
| Apple Certified iOS Technician 2018 |

**STRENGTH**

* Dedication towards the given task
* Can accommodate any kind of situation
* Very keen to learn new technologies.

**Personal Details**

* **Full name**: Chandan Kumar B H
* **Permanent Address**: Barasidlahalli, Kandikere Hobli

Chikkanayakanahalli, Tumkur-572228

* **Date of Birth**: 18/07/1996
* **Gender**: Male
* **Father name**: Hanumantharaju
* **Languages**: English, Kannada

**DECLARATION**

I hereby declare that the above information is true to the best of my knowledge & belief. I am aware that in case of any deviation found in the information is liable for rejection.

Date: Yours Sincerely

Place: ( Chandan Kumar B H )