

SAGAR K

SYSTEM ADMINISTRATOR

PERSONAL PROFILE

Passionate system administrator having 5 plus years of experience in IT hardware , network ,desktop support and system admin field Best decision maker at hard interval of times

CONTACT

16316 old ghanim building-2

O/D (doha)

Pin:NA

Sagarandalur5@gmail.com

974-70242421

EDUCATION

Diploma in computer engineering- **NTTF**

- Completed diploma in computer eng with 71.6% marks in nttf.

SKILLS

- Laptop/desktop repair- ●●●●○
- Remote desktop support- ●●●●○
- Installation/configuration/Upgrading/OS- ●●●●○
- Troubleshooting/LAN/WAN- ●●●●○

WORK EXPERIENCE

Concentrix Technical Support team leader- L1.5(Lenovo-Think)

2020-2023

- Need to support and troubleshoot all the escalated hardware or software related issues for think models all over india through remote access as well through verbal troubleshooting.and need to resolve the issue in a given period of time .Need to handle 30 plus agents.

Dbarins info systems & controls- Technical support engineer(Third party for bank of baroda)

2019-2020

- Need to support and troubleshoot all the hardware/Network related issues inside and outside the firm.
- Need to support software related issues over more than 70 branches through remote access outside the firm.

EDUCATION

HSE- **AKGMGHSS**

- Completed HSE with 71.08% marks in AKGMGHSS.

SSLC- **MEMS**

- Completed SSLC with 74.33% marks in MEMS.

HOBBIES

- Badminton
- Music
- Photography
- Riding

LANGUAGES

English ●●●●○
Hindi●●●●○
Malayalam●●●●○
Marathi ●●○○

Amagi media labs - Support engineer
2017-2018

- Need to support and troubleshoot all the hardware/Network related issues inside and outside the firm.

  Need to configure the dvr devices for channel recordings and need to resolve issue within a limited interval of time.

Achevements

- Two times best performer award achiever

Certification

- Completed CCNA 4 module
- Completed NSDC