



DHIVAGAR JAYARAMAN

TECHNICAL SUPPORT ENGINEER

CAREER SUMMARY

Highly skilled and customer-focused Technical Support Engineer with 10 years of experience providing top-tier technical assistance and troubleshooting for hardware and software issues. Proficient in diagnosing and resolving technical problems across various platforms, including Windows, macOS, and Linux. Expertise in network administration, remote support, and system maintenance, ensuring seamless user experiences and minimal downtime. Strong communication and problem-solving skills, with the ability to clearly explain complex technical issues to non-technical users.

PERSONAL DETAILS

Mobile No : +971-554530532
Email ID : dhivajayam@gmail.com
Address : Villa 71, 47c street,
AlRashidiya- Dubai
Nationality : Indian
DOB : 12.03.1993
Gender : Male
Passport No : V5165918

ACADEMIC CREDENTIALS

- 2014 BACHELOR OF ENGINEERING IN COMPUTER SCIENCE AND ENGINEERING**
Sapthagiri College of Engineering, Tamil Nadu
- 2010 HIGHER SECONDARY**
Mani Matriculation Higher Secondary School, Tamil Nadu
- 2008 HIGH SCHOOL**
Mani Matriculation Higher Secondary School, Tamil Nadu

KEY SKILLS

- ❖ Technical Support
- ❖ Problem-Solving
- ❖ Software Installation
- ❖ Troubleshooting
- ❖ End-User Support
- ❖ Product Knowledge
- ❖ Customer Service
- ❖ Network Configuration
- ❖ Multitasking
- ❖ Issue Resolution
- ❖ Remote Support
- ❖ Communication

PROFESSIONAL EXPERIENCES

TECHNICAL SALES ENGINEER | Dec 2023 to Present

Gateway computers LLC

- Collaborate with sales teams to provide technical expertise and demonstrations to potential clients, ensuring solutions meet their business needs.
- Analyze customer requirements and design tailored technical solutions, offering product configurations and specifications.
- Conduct in-depth product presentations to showcase key features and benefits, addressing client queries and providing technical advice.
- Provide post-sales technical assistance, troubleshooting, and resolving issues to ensure successful product implementation and customer satisfaction.
- Create and maintain technical documentation, including user manuals and system specifications, and support sales forecasting and reporting.

TECHNICAL SUPPORT ENGINEER | Apr 2023 to Nov 2023

Sysnet Global Technology

Project : Punjab National Bank Project

- Diagnose and resolve technical issues for clients, ensuring timely and effective solutions to software, hardware, or network problems.
- Provide exceptional customer service by assisting users with technical inquiries, offering solutions, and escalating complex issues when necessary.
- Assist with the installation, configuration, and maintenance of systems, software, and network devices, ensuring optimal performance.
- Create and maintain accurate technical documentation, including troubleshooting guides, FAQs, and knowledge base articles to improve team efficiency and customer self-service.
- Work closely with engineering and development teams to report product bugs, provide feedback, and suggest improvements based on customer issues and concerns.

CUSTOMER SUPPORT ENGINEER | Jul 2019 to Dec 2022

Cinescape –Kuwait

- Respond promptly to customer inquiries via phone, email, or chat, providing accurate and effective solutions to product or service-related issues.
- Identify, diagnose, and resolve technical and non-technical issues, ensuring a smooth and efficient customer experience.
- Provide clear explanations and guidance on product usage, features, and troubleshooting steps, empowering customers to resolve issues independently.
- Maintain detailed records of customer interactions, issues, and resolutions in CRM systems, ensuring accurate tracking and follow-up on open cases.

LANGUAGES KNOWN

- English
- Hindi
- Arabic
- Tamil
- Malayalam

COMPUTER SKILLS

- C, C+
- Java
- Oracle
- windows all versions
- Computer & printer Hardware
- Troubleshooting
- Network configuration
- Webserver
- Apache
- Tomcat

DESKTOP SUPPORT ENGINEER | Apr 2016 to Dec 2018

Sunrise Electronics and Computers

- Diagnose and resolve hardware, software, and network issues for end-users, ensuring quick and efficient solutions to minimize downtime.
- Install, configure, and maintain desktops, laptops, and peripheral devices, ensuring all systems are fully operational and meet company standards.
- Provide technical support and training to end-users, helping them understand and use hardware and software effectively while addressing their technical concerns.
- Perform regular system maintenance, software updates, and security patches to ensure devices are secure, up-to-date, and optimized for performance

NETWORK ADMINISTRATOR | Oct 2014 to Mar 2016

Teravault Datacenter Solution

Project : Punjab national bank Network management Project

- Configure, install, and maintain network hardware, software, and systems, ensuring seamless connectivity and optimal performance across the organization.
- Implement and manage network security protocols, firewalls, and intrusion detection systems to protect sensitive data and prevent unauthorized access.
- Diagnose and resolve network-related issues, ensuring minimal downtime and maintaining network reliability for all users and devices.
- Continuously monitor network performance, generate reports on system usage, and identify areas for improvement, ensuring the network meets operational needs and service levels.

DECLARATION

Hereby declares that all the details mentioned above are in accordance with the truth and fact as per knowledge and holds the responsibility for the correctness of the above-mentioned particulars.

DHIVAGAR JAYARAMAN