Suresh Kumar S

📞 8825549711 ✉ suresh8696kumar@gmail.com 💼 Suresh Kumar S

⦿⦿ Medium 🔗 Personal website 📍 Chennai

💼 Professional Experience

IT Cloud & Systems Service Engineer,
Quadsel Systems Private Limited, Clients: Chennai Petro,TNPapers Ltd, NLC,etc 🔗
June 2022 – June 2024 | Chennai
Cloud(AWS, M365), Software , Hardware & Network support:
Roles & Responsibilities are:
- Provided technical support remotely and in-person 24/7 when required.
- Managed provisioning and user account administration for M365, including license allocation ,Configured security settings, employing MFA for enhanced protection.
- Identified and resolved hardware and software issues efficiently, escalating when necessary.
- Oversaw video conferencing equipment and Zoom , Teams functionality, encompassing meeting management and meeting setup.
- Supervised network infrastructure, including LAN & wireless access points in corporate office infra of around 100+ Users
- Conducted software procurement, vendor communication, and maintaining IT hardware & software inventory.
- Provided 1st-level support for network issues, quickly diagnosing and resolving connectivity problems.

Business Associate, *Altruist Technologies private limited* 🔗
December 2020 – May 2022 | Chennai
Roles and Responsibilities:
Customer Service and Relationship Management:
- Proficiently regulated customer complaints, payments, and refunds using CRM tools.
- Nurtured positive customer relationships through empathetic and effective communication.
- Responded promptly and accurately to customer inquiries via email channels 24/7.
- Maintained detailed records of interactions, transactions, and feedback for analysis.
- Leveraged more than 3 CRM applications to ensure efficient query resolution.
Efficient Task Management:
- Successfully juggled and prioritized multiple tasks, consistently meeting service level agreements, such as the 4-hour SLA for Airtel Black.
- Managed SLAs, for example, maintaining a 4-hour turnaround time (TAT) for Airtel Black and resolving social media escalation cases within 24 hours.
- Used SQL for occasional data extraction to support decision-making processes.
- Optimized query resolution processes by utilizing diverse CRM tools, improving efficiency.

IT Admin & Soft Skills Trainer, *Entercon Training Service pvt limited* 🔗
September 2018 – October 2020 | Madurai
Roles & Responsibilities are:

IT Support: Laptop setup for new employees including Profile & Account ID creation, troubleshooting hardware issues related to Windows OS, installation of relevant software required for the employees.

Materials Management: Responsible for purchase of materials (Activity materials, Bio-metric, etc.) and equipment at the lowest cost forth organization. And also to keep track of inventories.

Vendor Management:
Responsible for user interface (UI) design for a Life Skool app. To communicate with the vendors, the objectives and requirements from the company side. Also, coordinate with them for further development of the app.

Soft Skills Trainer:
Facilitated Soft Skills training and personalized mentoring to 500+ students on weekly basis , enhancing decision-making and behavior. Actively participated in research to continuously improve program effectiveness and relevance.

🪪 Profile

Experienced IT professional with 4+years in System Administration,Cloud & Systems Support.
Currently working as a Server Engineer for DNIS Private Limited .
Proven ability to adapt and excel in various technical roles.
Proactive learner with a strong commitment to skill mastery and professional development .
Eager to contribute to and grow within the dynamic field of IT.

🧠 Skills \ Tools

Cloud Technologies: AWS(EC2 , S3 , Cloudwatch , IAM , etc) & Microsoft365

Operating Systems: WIndows 10/11, Linux , Android

Installation & Troubleshooting: Software , Hardware

Networking & Security: Routers, Switches, Wireless Access Points ,Antivirus, Intrusion Detection Systems

DevOps Tools: Git, GitHub, Jenkins, Ansible , Docker,Terraform

End-User Training: Conducting Training Sessions , User Guidance , Knowledge Transfer

Remoting Tool: Sapphire

IT Infrastructure Management: Inventory Control,Maintenance

Soft Skills: Problem solving ,Analytical & Public Speaking,Interpersonal & customer service and organisational skills

SQL: Fundamentals

🎓 Education

Bachelor of Engineering (Computer Science Engineer), *NPR College of Engineering & Technology*
2018 | Dindigul

🏅 Badges/Certification

AWS Cloud Quest: Cloud Practitioner 🔗

Microsoft Certified Azure AI Fundamentals AI900
🔗 (ID 4FF13D456888D4B1)

Docker - Absolute Beginner by KodeKloud 🔗 (ID: 7EED62CEC4-7EE76C0368-7EE1D2739C)

Introduction to Cybersecurity 🔗

🏠 Organizations

Simple Trust 🔗
2019 – present | Chennai
- Awarded by **BHUMI & Volunteer for India** for United & coordinated with all volunteers for both Chennai and South TN flood 2024 into single team to keep momentum going smoothly.
- Orchestrated successful tree planting with meme creators and students, resulting in 500+ trees in 2018.
- Actively volunteer for education and community development programs.

CPCL, *Control Room Volunteer*
2023 | Chennai
- Managed Control Room for Parliamentary Committee's visit(Member of Parliament).
- Coordinated operations, facilitated communication, and provided exceptional support.
- Recognized by organizers for outstanding contributions.