

RAMESH M

Technical Support
Engineer

Contact

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Madurai, Tamilnadu 625002

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Skills

- Network Troubleshooting& Monitoring
- Network Problem solving
- Router& OLT configuration
- Data processing
- Background verification
- MS office
- Data analysis
- Excel
- Customer Support
- Team Handling

Work History

2024-06 -
Current

Technical Support Engineer

- MRKR Communications Private Limited , Madurai
- Provided remote assistance to clients, ensuring timely resolution of software and hardware concerns.
 - Mentored junior members of the team on best practices in issue resolution techniques.
 - Served as an escalation point for challenging technical inquiries, demonstrating expertise in product knowledge and problem-solving abilities.
 - Conducted root cause analysis of technical issues, implementing preventive measures for future occurrences.
 - Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks.

2022-06 -
2024-06

Senior Associate

- Yogan solutions, Dindugul, Tamilnadu
- Processing the Data
 - Monitored processes systematically for optimal product precision.
 - Collaborated with team members to conduct thorough analysis.
 - Communicated outcomes effectively to both Client and Manager.

2021-06 -
2022-04

Graduate Apprentice Trainee

- Amway Manufacturing plant, Madurai, Tamilnadu
- Tablet Production
 - Pre weighing Raw materials
 - Checking the availability of Machines & Schedule for Production

2020-04 -
2021-01

Service Delivery Executive

- Neeyamo Enterprise
- Online Criminal Background verification process (BGV operations)

Education

BE: Mechanical

PSNA College of Engineering and Technology
GPA: 6.54

12th

NVS Higher secondary school
GPA: 91.4%

10th

NVS Higher secondary school

GPA: 96%

Certifications

Attended Automobile workshop in IIT -Chennai

Attended one-week program in Railnet - Madurai

GAT Graduate Apprentice Training in Amway enterprise pvt limited - Madurai

Visited the 'Root Industries' about on Stamping, injection moulding, Die casting process

Project

Bio incinerator, Design and Fabrication of Medical waste Bio Incinerator Disc brake analysis, Design and analysis of Disc brakes