JOHNNY SILVESTER

IT SUPPORT ENGINEER

CAREER OBJECTIVE

To start my career with an organization where I could add value to the organization for the mutual success by using my technical knowledge and skills.

WORK EXPERIENCE

Vinayaka Infotech

Post: Computer Technician 2021 - 2022

- Assembling & disassembling.
- Configuration with the internet.
- Solving the regular upcoming Hardware issues.
- Software installing and configuring.
- Proficiency in connecting on-premises networks to cloud services (e.g., AWS, Azure, GCP)
- Advanced skills in network security, including intrusion detection, VPNs, and firewall management.
- Knowledge of IoT device integration and managing IoT network traffic.
- Solving the technical issues of the employees.
- Routing & configuring the Network & LAN cables.
- Network connectivity troubleshooting, ping, tracert, telnet.
- Communicating and negotiating with users, specialists, other staff and suppliers.

John Dotcom

Post: Computer Technician 2018 - 2021

- Proficient in assembling and disassembling computer systems, ensuring optimal performance.
- Experienced in installing and configuring peripherals, components, and drivers to meet user requirements.
- Adept at diagnosing and resolving software and hardware issues, providing effective solutions
- Competent in installing software and applications to seamlessly integrate with computer systems.
- Demonstrated expertise in printer maintenance and cartridge refilling, ensuring printing quality and efficiency.
- Utilized advanced monitoring and analysis tools to proactively address network issues and maintain optimal performance.

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TECHNICAL EXPOSURE

1. Programming Languages
2. Operating Systems
3. Networking
4. Cloud Technologies
5. Cybersecurity
6. Problem-Solving and Troubleshooting

HARDWARE SKILLS

- Assemble and disassemble computer systems, ensuring efficient functionality and optimal performance.
- Perform cabling tasks, including cable management, to establish reliable connections.
- Install and configure peripherals, components, and drivers, meeting user standards and requirements.
- Troubleshoot software and hardware problems, diagnose issues, and identify effective solutions.
- Install software and applications to user standards, ensuring seamless integration with computer systems.
- Utilize extensive knowledge of motherboard and circuit designs to resolve monitor-related problems.
- Demonstrate expertise in printer and cartridge refilling, maintaining printing quality and efficiency.

NETWORKING SKILLS

- Installing and Configuring Windows Server Active Directory Services.
- Managing and Administrating all user domains and accounts.
- Networking, LAN & WAN troubleshooting, Network Auditing, Knowledge of configuration and maintenance.
- DHCP (Dynamic host configuration protocol), VPN (Virtual Private Network), DNS (Domain Name Service).
- Windows mail, print server.
- Designing IP addressing scheme using subnets.
- Configuring Routers and Switches, Switch Configuration.

WEBDESIGNING SKILLS

- Solving code problems. Editing & Design with designing team in the company to build perfect web designs.
- Experienced web page designer with extensive programming. Proficient in HTML, CSS, Bootstrap, Dreamweaver, Responsive Design and Media Query.
- Have excellent management and communication skills.
- Basic knowledge of WordPress, Adobe Photoshop, JavaScript·
- Knowledge of Git.
- Checking for errors and de-bugging websites.

EDUCATION

Hardware and networking course
Gtec computer education 2019 - 2020

Pre - degree course
Alpha college 2017

High School Education
St. Aloysius Higher Secondary School 2013