

NALINI KANAPATHY

IT/ SERVER/ NETWORK SUPPORT



CONTACT

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PROFILE

An experienced senior level IT support with significant design, support, administration and implementation experience of IT projects. Over 10 years of IT experience with full life cycle ICT project experience. Thrives in a customer focused, multi-site environment. Always meets client demands and develops good long-term customer relationships. Provided technical support to the IT and network environments of an IT company by obtaining a senior help desk engineer designation and ensure internal and external communication goes on smoothly

EMPLOYMENT HISTORY

**March
2023 -
Present**

Specialist-Operations at Scicom MSC (BHD, KL)

- *Provide excellent customer service skills and able to focus on daily task objectives.*
- *daily task objectives.*
- *Ability to multitask and able to handle inbound call while entering customer interaction into the CRM system.*
- *Has handled customer's complaints, inquiries and issues.*
- *Engage and create relationships with customer and maintaining relationships by offering the best quality service possible.*
- *Complete the task in the given time and minimize task progress delay.*
- *Accept superior feedback positive and responsible in any task given by line manager until the task is complete.*

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SKILLS

Communication	●	●	●	●	●
Problem-solving	●	●	●	●	●
Teamwork	●	●	●	●	●
Mobility	●	●	●	●	●
IT Knowledge	●	●	●	●	●

LANGUAGES

English	●	●	●	●	●
Malay	●	●	●	●	●
Tamil	●	●	●	●	●

- Always have willingness to learn and grow.
- Perform decision-making tasks and able to assists agents on problem-solving
- Prioritize on urgent task and effectively deliver the progress result to teams.
- Pilot Project: Able to guide and assist the new candidates on the post sales technique and interaction skills, share own experiences to the new candidates
- Participate on a program offered by the department to enhance self-ability and development skills.
- Able in Microsoft Excel, Microsoft Word & Microsoft Power Point.

Sept
2016 -
Dec
2019

Desktop and Network Analyst at IBM, Singapore

- Responsible for the layout, and maintenance of all network components within the hospitals in Singapore
- Understanding of available tools to assist in daily tasks.
- Knowledge in PC cloning and migration.
- Basic knowledge on Network such as Ping, tracert and etc.
- Ability to troubleshoot workstation software and hardware.
- Experience with remote connection tools / management, OS's with Windows, also Active Directory Services and Exchange Server

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SKILLS

Communication	●	●	●	●	●
Problem-solving	●	●	●	●	●
Teamwork	●	●	●	●	●
Mobility	●	●	●	●	●
IT Knowledge	●	●	●	●	●

LANGUAGES

English	●	●	●	●	●
Malay	●	●	●	●	●
Tamil	●	●	●	●	●

July
2014 –
Sept
2016

Desktop Specialist at NCS Pte. Ltd. Singapore

- Part of a team operating the client's IT help desk as the first point of contact to users.
- Assisting users remotely in resolving issues encountered in their daily use of IT systems (e.g. PC configuration, setup)
- Answering queries concerning usage of standard applications and IT services, and servicing request calls (e.g. account creation)
- Basic knowledge on server administration.
- Provide advice and assistance to users on the usage of simple functional features of software and hardware peripherals.
- Resolve most of the PC client services calls, and be able to troubleshoot effectively, isolate the problem and dispatch the call to the next level, if necessary.

Jan
2013 –
Sept
2013

Desktop Specialist at IBM Cyberjaya, Malaysia

- Demonstrated ability to provide user support by means of remote access tools.
 - Able to configure and use Microsoft Enterprise, Active Directory and IBM Lotus Notes.
- Install, organize, test, maintain, check and troubleshoot end user workstations and
- interrelated hardware and software.
- Support as necessary on a 24-7 basis to limit system down time during internal or external
- outages and peak enrollment periods.
- Provided better service to the end user by maintaining strong relationships within the
- company structure.

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IT/ SERVER/ NETWORK SUPPORT



WORK ETHIC

Loyal, Creative, Hardworking

Honest, Confident, Commitment

Trustworthy, Innovative, Source Finder

Explorer, Informer, Internet Savvy

Multimedia Savvy, Charming, Wired

Sept
2010 –
Oct
2012

**ICT Coordinator at Garden International School,
Kuala Lumpur**

Provide advice, support and direction to the School's ICT Development Group in strategic

- *and resource matters and other initiatives.*

To manage and be responsible for resources assigned and to be responsible for and manage

- *the work of computing support staff.*

The management of all School owned hardware and software resources (all computers and

- *their peripherals and software).*
- *Coordination of all purchases through appropriate school services or from external sources.*

Management of annually allocated budgets assigned for purposes of equipment and

- *software upgrade, replacement and maintenance.*

Successful operation of the School website/ intranet, electronic messaging systems,

- *electronic information providing systems, photocopiers and fax systems.*
- *To offer support and guidance to other members of staff or teachers in the application of ICT. Take responsibility for software licences and maintenance contracts.*

Worked mainly in a Windows XP Professional environment, but provided support for all

- *versions of Windows. This includes earlier versions of Windows, Windows XP, Windows Vista, and Windows 7.*

Knowledge in PC cloning and migration.

- *Basic knowledge on Network such as Ping, tracert and etc.*

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COURSES

ITIL® Foundation Certificate in IT Service Management
October 2016

Cisco Certified Network Associate (CCNA) Routing and Switching
October 2018- October 2021

Cisco Certified Network Professional (CCNP) Routing and Switching Route 300-101
October 2018- October 2021



**Jan
2007 –
Sept
2010**

Helpdesk Specialist and Knowledge Base Coordinator at Singtel, Kuala Lumpur

- *Help install, upgrade and troubleshoot hardware and software systems.*
- *To meet the KPI's, SLAs and Quality Standards outlined by the client.*
- *Handle daily technical support activities on desktop support, data network and server management.*
- *Responsible for responding to incoming email or other written reports.*
- *Responsible in installing and configuring computer systems, diagnosing hardware and software faults and solve technical and applications problems, either over the phone or in person.*

Ability to multi-task and work within a dynamic and challenging environment.

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EDUCATION

**Apr
2002 –
Sept
2005**

Bac (Hons) Information Technology

Universiti Tenaga Nasional, Bangi, Malaysia

**Apr
1999 –
Sept
2001**

Diploma in Computer Science

Universiti Putra Malaysia, Serdang, Malaysia

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NETWORK SUPPORT



QUALITIES

Able to learn and absorb fast
Able to work under pressure and cooperative.
Able to prepare good reports and presentations
Able to work independently and fully in groups
Hardworking, dependable and highly inquisitive
Time management skills and dynamic team player
Eager to learn new things
Leadership charisma, creative and resourceful
Energetic, active and cheerful personality
Enjoy meeting and dealing with various people daily
Attend staff meetings, conferences and the required training programs
A kind and knowledgeable person, who is equally strong in dealing with emergency situations
Possess good PR
Possess a valid class driving license
Expected salary (shall be further discussed)

REFERENCES

Mr Sivam Rajoo
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