

RAVI MAHADEVAN



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PERSONAL DETAILS

CAREER OBJECTIVE

I am interested in any positions involving the instructional use and support of computer software and hardware, to apply my knowledge as an experienced computer tech and helpdesk support specialist. Also the installation, upgrading and implementation of new and existing computer hardware systems including desktop and server based systems and software in both stand alone and networked systems. I have extensive knowledge in hardware support since 1986 and network support since 1991.

WORK EXPERIENCES

Skill Based Information Technology, Petaling Jaya, Malaysia

2008-2009

- Trainer / Instructor for A+ computer certification classes.
- Training for Hardware, Software, Troubleshooting, Windows 2003 server installs
- Network cables and setup, Printer and laptop repairs
- Operating Systems inc. Windows 98, 2000, XP, Vista and Ubuntu, Freespire, GOS

Computer Paramedics, Parkersburg, Iowa 50665

2005 – 2007

- Owner of a local computer store for hardware repairs and network installations
- Digital Photography for Engagements and Graduations.
- Running Apache web server to host pictures and articles written.
- Setting up domain names on websites for small businesses using FreeWebs.

Allen Hospital Help Desk Tech II, Waterloo, Iowa 50607

2002-2005

- On site and remote support of 1,200 Allen corporate computers using SupportMagic.
- Resolving software issues, hardware malfunctions and network related issues.
- Installations of new desktop systems (ghosting) and network printers.
- Making sure all issues gets solved in a fast and efficient manner.

Hawkeye Community College: Metro Campus, Waterloo, Iowa

2001-2002

- Instructor for A+ Computer Hardware Certification Classes.
- Instruction on Hardware, Printer Functions, Operating Systems and Multimedia.
- Main Campus - Help Desk for a 50 user computer lab in Bremer Hall.
- Server Admin. – Adding, Removing and granting access to students as needed.

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Wellmark Blue Cross and Blue Sheild, Des Moines Iowa 50309 1998-2001

- Help Desk Level II Tech. for on site and remote support using SupporMagic.
- On site and remote support of 2,500 Wellmark corporate computers.
- Network CAT5 cabling, testing and termination.
- Managed team for Y2K BIOS firmware upgrades and compliancy tests.

Mercy College of Health Sciences, Des Moines Iowa 50309 1995-1998

- Computer Systems Specialist – Added 15 CAT5 cable drops to various offices.
- Setup and Maintain 2 Novell 3.12 servers for 100 users (Faculty and Admin)
- Media Systems Specialist. – Audio/Video setup in new auditorium.
- Installed all media related equipment, including videotaping and projection systems.

National Employment Wire Service, Ankeny, IA 50021 1992-1995

- Distribution Manager - Responsible for the maintenance of 250 computers nationwide.
- Maintain computer hardware and updates of a job database on disks and modem.
- Wrote a 120 line DOS BATCH file to perform auto updates on disks.
- Using Xmodem, Kermit, Remote Console login (CopyCon) protocols.

University of Wisconsin- La Crosse Wisconsin 54602 1990-1991

- Computer Lab Tech. Level III (for Networks).
- Responsible for setting up of new computer systems in offices for faculty.
- Setup Novell based network for 1 computer lab using Token Ring Coax. (10T)

Buena Vista College, Mason City Satellite Center, Iowa 50401 1987-1989

- Computer Consultant for Satellite campus.
- Setting up software for Buena Vista College classes.
- Design custom menus for password access to software and DOS batch files.

North Iowa Area Community College, Mason City, Iowa 50401 1985-1989

- Computer Lab instructor to help students in BASIC programming.
- Computer Tech - installed of 2 Computer Labs consisting of 24 computers each.
- Upgraded 1 remote computer lab and added a shared HP laser printer.
- Substitute Instructor for Data Processing and Lotus 123.

EDUCATION AND QUALIFICATIONS

University of Wisconsin- La Crosse Wisconsin 54602 1990-1991

BS - Management Information Systems

Buena Vista College, Mason City Satellite Center, Iowa 50401 1987-1989

Computer Information Systems (transferred)

North Iowa Area Community College, Mason City, Iowa 50401 1985-1986

BA – Liberal Arts Degree

Ungku Omar Polytechnic, Ipoh, Perak, Malaysia 1980-1982

Degree in Electronics and Communication

Penang Free School, Penang, Malaysia 1979

MCE – Malaysian Certificate of Education (Form 5)

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SKILLS PROFILE

25 years upgrading, repair and installation of PC components and peripherals.
15 years educating and instructional use of computers.
10 years setting up and installing networked computers, including wiring.
800 hours of IMAC (Install, Move, Add, Change) computers and systems.

Languages

- Excellent command of English both spoken and written

Computing

- Extensive hardware knowledge since 8086 till present core duo and i7 (inc. AMD)
- Extensive Operating Systems since DOS 2.11, Windows 3.x, Windows 9x, Windows NT, 2000, 2003 server, XP, Vista and Windows 7 beta.
- Knowledge of Mac OS 8.1, OS X, Unix, Solaris, Ubuntu 6/7, Linspire and Linux.
- Extensive software knowledge of Microsoft Office and Open Office.
- Working knowledge of Publishing and Graphic Editing Programs.
- Working knowledge of HTML, PDF and Document conversions
- Crimping and Terminating CAT5 network cables, owning punchdown tools
- Setup, Own and Maintain my domain at www.ravi6662.com
- Freelance Photographer for Graduations and Engagements.
- Writing computer articles for a local newspaper.

Others

- Familiar with Open source and Freeware applications.
- Windows 9x, 2000 and XP Registry Hacks (Tips, Tricks and Traps)

ACHIEVEMENTS

A+ Hardware Certification obtained in April 1999

Voted Westaff's Best for 2003.

2 awards from Allen hospital for Excellent Customer Service 2003, 2004

5 Certifications from IBM Business Partner Solutions for hardware warrantee

8 Certifications from Brain Bench, including Windows Power User 2000

Certified HP LaserJet Series III , 5 and 8000 repair tech.

Certified Lexmark laser printer T-6xx and T-65x series repair tech


Certified Dell Dimension/Optiplex Desktop warrantee repair tech

Certified Dell Latitude/Inspiron Laptop warrantee repair tech.

Outward Bound International School, Lumut, Perak, Malaysia 1979

- Testing of self-endurance and survival skills, where I have to use innovatively the basic jungle supply to make do and survive.
- Boost teamwork, taking the role of being a team player and a team leader to achieve certain targets. Developed tolerance, patience, perseverance and commitment to team, helping one another, seeking fears and overcoming it.

Brain Bench public transcript. = <http://www.brainbench.com/transcript.jsp?pid=711223>.

	Computer Fundamentals (Win XP)		Technical Help Desk (Microsoft)		Computer Technical Support
	Information Technology Terminology		Network Technical Support		MS Windows Vista Desktop Administration