**PNVD GOWTHAM KUMAR  
E-Mail ID: gowtham.pnvd@gmail.com  
Mobile: 8919020565**

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| **Profile Summary** |

In search of challenging career in IT field. I have acquired many skills working as a Technical Support Engineer in this field. At this job I have 7+ years of experience. My dedication is shown by my ability to adapt situations within the field.

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| **Education** |

* Graduated in Electronics and communication Engineering (ECE) from Methodist College of Engineering & Technology in 2016 with 60.05%
* Diploma in Electronics and communication engineering (ECE) at VKR& VNB Polytechnic Gudivada in 2013 with 81.04%
* Matriculation at Sai Geethanjali High School Hanuman Junction in 2010 with 82.2%

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| **Technical Skills** |

* Good knowledge onWindows 7, Windows 8, Windows 8.1 and Windows 10, Windows server 2008, 2012, 2016, 2019, 2022.
* Software and Application installation.
* Knowledge on Active directory, DHCP and DNS.
* Good understanding of OSI reference model and TCP/IP Protocol suit.
* Having good knowledge on networking devices like HUB, Switch and Router.
* In depth knowledge on IP addressing and sub netting.
* Good knowledge on Cabling and crimping.
* Good knowledge on routing protocols RIP V1, V2, EIGRP and OSPF.
* Good knowledge on switch and its configuration.
* Knowledge on Hyper-V.
* Knowledge on Azure and AWS.
* Good Knowledge on VM Ware installation and Virtual desktops

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| **Professional experience** |

**Company: Genpact India Private Limited, Hyderabad from Nov-2021 to Present.**

**Designation: Technical Associate**

* Work experience on Service now ticketing tool.
* Helpdesk and Onsite Support experience.
* Responsible for Hardware Issues and Enrolment issues.
* Co-Ordinating with Network team for network related activities.
* Involved in BC Tickets, BCP Test and UAT support for new projects.
* AirWatch application to install software’s in user machines through remote support.
* Absolute Application using for unfreeze laptop.
* Active directory users and computers management.
* Creation, Modification and Deletion of Active directory users and computers.
* Work experience on Manage Engine (OS Deployment, Remote tool, Browser Security, Computer management, Patching and etc.)
* Working on SharePoint access level and folders access
* Maintenance of Crowd Strike Antivirus.
* Responsible for Teams, SharePoint and OneDrive related issues.
* Outlook configuration and it’s troubleshooting.
* Good experience on Zscaler application
* Managing L2 and L3 tickets.
* VPN configuration and it’s troubleshooting.
* Work experience on FTP issues.
* Printer and scanner support.

**Company: ANRI Solutions & Skilliantech India Private Limited (Genpact India Pvt Ltd) Hyderabad from Dec-2019 to Oct-2021.**

**Designation: IT Consultant**

* Used to work as a dedicated engineer for HSBC bank project.
* Responsible for Technical support & remote support.
* Technical support via calls, chat and email.
* Work experience on ticketing tool (Service Now & Helpmate).
* Able to work effectively under deadlines and work experience on SLA management.
* Responsible for User access, Password reset and Unlock issues using Okta application.
* Great experience on Office 365 users and groups.
* Work experience on Azure Activate directory for checking user’s groups access & Password related issues.
* Work experience on domain level
* Responsible for VPN configuration and Troubleshooting.
* Responsible for HSBC VDI login related issue and configurations.
* Used to help users 24/7 on call and chat process any hardware related issues.
* Work experience on windows migration set, when client VDI migrated from windows 7 to windows 10. Given support to users taking data back up through one drive.
* Working experience on client applications

**Company: Aletheia Technologies Pvt Ltd (Clearsynth Labs), Hyderabad from Oct-2018 to Sep-2019.**

**Designation: Desktop Support Engineer L2**

* Laptop hardware and software related issues.
* OS installation and troubleshooting.
* Printer, Scanner and other peripheral issues, maintenance and installations.
* Daily DC, LC, LCM R&D related machines data backup using Iperius.
* Working experience on RDP.
* Outlook configuration and Troubleshooting.
* Share folders created for user to take the update the data easily
* Good experience on Chem draw application
* Working experience on network ports related issues
* Working experience on hardware parts replacement instantly
* Good knowledge on Group policy management
* Creating local users and groups and take caring of users’ access level, password related issue.

**Company: Wipro (Payroll: Renovision Automation Services Pvt Ltd), Hyderabad from Jun 2017-Oct 2018**

**Designation: Desktop support engineer**

* Led a team of 12 members for Physical asset verification (PAV) all around AP, TS and Kerala.
* Working experience on ticking process (Incident management)
* Responsible for giving technical support for all the users across Andhra Pradesh, Telangana and Kerala.
* Attending onsite calls for hardware related issues around Hyderabad location.
* Systems assembling, maintenance and troubleshooting.
* Responsible for configuring and adding workgroup systems to domain.
* Provided prompt, accurate and respectful support to users, employing high degree of customer-service skill and technical expertise while ensuring customer satisfaction.
* Laptop hardware related issues.
* Monitoring tickets and delivering solution on given TAT.
* MS Outlook configuration and troubleshooting.
* Remote support for offsite branches and users.
* Working experience on SCCM client.
* Installation and configuration of VDI (Virtual Desktop Infrastructure).
* Installation and configuration of network printers and scanners.

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| **Professional certification** |

* Hardware and networking certification at Zoom Technologies in 2017.
* AWS Administrator Course at Edureka in 2022.

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| **Personal details** |

**Name :** Pasagadi Naga Venkata Durga Gowtham Kumar

**Father’s name :** Pasagadi Naga Srinivasa Rao

**Date of birth :** 21st Aug 1995

**Languages :** Telugu, Hindi and English

**Passport number:** S 1049085

**Address :** 5-13-89/1, Indira Nagar, Moula Ali, Hyderabad, Telangana, 500040.

**Date:**

**Place: Hyderabad**

**Gowtham Kumar**