

CURRICULUM VITAE

HITHA V.S

Mobile: - +917012070538 , +918078986885

Email: vshitha00@gmail.com

OBJECTIVE

Motivated and skilled windows support with 1.7 years of experience providing technical support and troubleshooting service for windows operating system. Looking for roles where I can perform best all assign duties and responsibilities with my skillset, liked to work in a challenging and competitive environment where my innovative ideas can be explored to the maximum.

PROFESSIONAL EXPERIENCE

Company Name : Wipro Limited (Payroll company IDC Technology)

Client : HDFC BANK

Designation : Desktop Support Engineer

Duration : June 06th 2022 to January 14th 2024

TECHNICAL SKILLS

- Operating System
- Active Directory
- Microsoft Office 365
- Microsoft Intune
- Application and software support
- Network connectivity
- Printer and scanner troubleshooting
- VPN (Virtual Private Network) and VDI (Virtual Desktop Interference)
- Client support
- Ticketing Tool: - Service Now
- Remote Tool: - IBM End Point Manager, Desktop Remote Connection.

EMPLOYMENT ROLES & RESPONSIBILITY

- Providing IT remote support for more than 1500 HDFC Bank Retail branches in South region
- Installation, Updating and maintenance Operating System and Domain registration.
- Experience and managing Active Directory, multi domain controllers, creation group policy, creation OU, DHCP & DNS, AD replication, FSMO rules, Site-link sites & services.
- Create and manage user account, permission, and access rights.
- Experience on Software deployment / manual installation for more than 50 application support.
- MS O365 product support, Intune and MFA configuration.
- MS Outlook installation, configuration, backup, restore and troubleshooting.
- Citrix virtual apps, desktop configuration and troubleshooting.
- Laptop/Desktop setting, Lan troubleshooting and IP configuration.
- Installing Printer and Scanner and troubleshooting.
- Excellent communication and interpersonal skills, adept at explaining technical concepts to non-technical users.
- Proven track record of meeting SLA & resolving technical issues.

ACADEMIC QUALIFICATIONS

- Bachelor of Science in Physics from Sacred Heart College, Chalakudy, Kerala (2020)
- Higher Secondary Education from GVHS Puthur, Kerala (2017)
- Secondary School from St. Raphael C.G.H.S.S Ollur, Kerala (2015)

STRENGTH

- Strong communication, proficiency at grasping new concepts quickly and utilizing same in a productive manner.
- Ability to work individually as well as in a team.
- Presentation and Organisation skill.
- Very good leadership quality.
- Adapt to different working environment and can perform under pressure.

PERSONAL DETAILS

DOB : 23-MARCH-2000

Father's Name : SABU VM

Mother's Name : SUNITHA CS

Language Known : English , Hindi , Malayalam & Tamil.

Nationality : Indian.

Religion : Hindu.

Hobbies : Travelling, Swimming, Reading Books & Drawing.

Permanent Address : Vadakkoot Hosue, P.O Marathakkara, Thrissur ,Kerala.

DECLARATION

I do hereby declare above given Information is true to the best of my knowledge & belief.

Date:

(HITHA V.S)

Place: