**Bachigari Ranjith**  
ranjithreddybcahigari@gmail.com **+917416174261**

**Professional Summary**

Dedicated and detail-oriented L1 Support Engineer with 3years of experience in providing technical support and resolving end-user issues. Skilled in troubleshooting hardware and software problems, managing IT tickets, and ensuring smooth operations in high-pressure environments. Known for excellent communication skills and a customer-first approach.

**Technical Skills**

* **Operating Systems:** Windows
* **Networking:** TCP/IP, DNS, DHCP, VPN, LAN/WAN
* **Hardware Support:** PCs, Laptops, Printers, Peripherals
* **Software:** MS Office Suite, Remote Desktop Tools (TeamViewer, AnyDesk)
* **Ticketing Tools:** ServiceNow, JIRA, Zendesk
* **Monitoring Tools:** Nagios, SolarWind
* **Other Tools:** Active Directory, Microsoft Exchange, Outlook Configuration

**Professional Experience**

**L1 Support Engineer**  
V5 Global Services Private Limited – [Oct 2019- Feb 2022]

Akshara Enterprises India Pvt Ltd [Feb 2022-Jan 2023]

* Provided Level 1 technical support to end-users for hardware, software, and networking issues.
* Responded to and resolved IT tickets through ServiceNow within defined SLAs.
* Assisted in setting up new user accounts and managing Active Directory permissions.
* Diagnosed and resolved basic network connectivity issues, including VPN and Wi-Fi troubleshooting.
* Guided users through remote desktop support tools to resolve technical problems.
* Escalated complex issues to Level 2/Level 3 teams with detailed documentation for faster resolution.

**Technical Support Associate**  
Comunus Technologies Pvt Ltd [Jan 2023-May 2023]

* Delivered first-line support for over [X] users, ensuring a high resolution rate for common issues.
* Installed and configured desktop applications, including email clients and antivirus software.
* Performed hardware troubleshooting, such as diagnosing faulty equipment and coordinating repairs.
* Educated users on best practices for system use and data security.
* Maintained daily logs and reports on recurring issues to help identify improvement areas.

**Education**

**Vijay Institute of Tech and Sciences(2011-2015)**

**Sri Vignan Junior college(2009-2011)**

**Sri saraswathi shishu mandir(2009)**

**Projects/Accomplishments**

**Helpdesk Efficiency Improvement**

* Streamlined ticket resolution by creating a knowledge base, reducing ticket resolution time by 20%.

**System Deployment Project**

* Assisted in deploying [number] new workstations for an office expansion, ensuring zero downtime during the transition.

**Soft Skills**

* Customer service excellence
* Problem-solving mindset
* Team collaboration
* Time management
* Communication and active listening