Boya Manohar

Contact No: +91 7416411185

E-Mail id: manoharboya2001@gmail.com

Carrier Objectives:

To work for an organization that provides me an opportunity to improve my skills and knowledge to growth along with the organization objective.

Professional Summary:

|  |  |
| --- | --- |
| Company | HGS |
| Designation | Technical Support Analyst |
| Period | Aug 2021– Till date |

Technical Skills:

• OS (Windows 7 & Windows 10, Server OS 2008, 2008 R2 2012, 2012 R2, 2016)

• Software installation& troubleshooting.

• Service Now

• Active Directory

Roles & Responsibility:

* **Hands-on Experience on complete ITIL Process.**
* **Expertise on Service Now ticketing tool.**
* **Handling Global Users queries through SIP Soft Phone.**
* **Also Support User Queries Through Email and Teams Chat**
* **Outlook Configuration, re-create profile when profile corrupted.**
* **Adding Users to VPN group**
* **Vendor coordination**
* **Responsible for scheduling meetings and making rosters**
* **Managing end to end client users & computers**
* **Complete Application Support**
* **Troubleshooting the application when any issue occurs**
* **Taking control of client machine through QUICK ASSIST.**
* **User Account Creation, Password Reset, Unlock etc. as per the demand**
* **User Account Lockout Troubleshooting**
* **Host File update while any application integration.**
* **Adding new Computers to Domain**
* **Decommission the server when instructed by senior team member**
* **Creating Security Group and Adding Members to the group**
* **Adding members to Audio Conferencing Security Group, MS Project Group, Visio Group, Minitab Group etc. to apply the application in client machine.**
* **Basic Trouble Shooting if any application is not in working.**
* **Helping the engineers to re image their PC when require.**
* **Granting network file share permission.**
* **Adding network drive mapping to user PC.**
* **Manually Configuring Network Printer**
* **Managing Distribution List & Shared Mailbox**
* **Complete Incident Management/Service Request though SNOW**
* **Responsible for following up Back Log Incidents and applying 3X strike rule to reduce the backlog incidents.**
* Responsible for generate all the Incident/SR details and share with Manager/TL on daily basis with updates.
* I do have experience in international voice process as well.

Academic Summary:

Bachelors of Arts from Srikrishna Devaraya University-2021

Personal Details:

Name : manohar boya

Father’s Name : B.chinna ranganna

Date of Birth : 03/06/2001

Declaration:

I hereby declare that the details furnished above are true and correct of my knowledge and belief.

Date: yours sincerely,

Place: B.manohar.