

B. Krishna Murthy

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Summary: Experience in the field of Customer and Technical support, troubleshooting & team handling. Excellent organizational Skills and the ability to grasp new information. Demonstrated a record of high-performance standards while delivering quality output with light to no supervision. Works well under pressure while handling multiple projects.

Core Competencies

- Strong Technical T/S Abilities
- Team Player
- AD, Service-Now, Jira ticketing tools
- O365 Admin & Troubleshooting
- Mac Support
- Zoom Room Maintenance and Administration
- OKTA,KACE Jamf & Intune
- Inventory Management
- IT Hardware procurement.

EDUCATION QUALIFICATION:

Graduation: B.Tech in Electronics and Communication Engineering from JNTU Kakinada University(2008-2013)

Intermediate: New Vision Junior College (2008)

SSC: Good Samaritan High School (2006)

PROFESSIONAL EXPERIENCE**Sr. IT Engineer – PixelTreeStudios**

June 2023 - Working

- Successfully coordinated the setup of new office spaces, liaising with vendors to install essential infrastructure such as network systems, CCTV, projectors, and biometric access control.

- Proficiently managed various tools including G Suite, Intune, and Jamf.
- Implemented and managed Active Directory integration for Mac Devices.
- Provided L2/L3 support for 500+ macOS devices across multiple offices.
- Used **Jamf Pro** to deploy applications, enforce security policies, and manage device compliance.
- Integrated **Apple Business Manager** with Jamf for zero-touch provisioning.
- Supported users with VPN access, Outlook/Exchange setup, and cloud-based tools (M365).
- Ensuring smooth operations and integration across different platforms.
- Created and deployed **compliance and configuration profiles** for endpoint hardening and user experience.
- Packaged and deployed **Win32 apps** using Intune with custom detection rules and uninstall commands.
- Worked with **Azure AD Conditional Access policies** to enforce device-based access to M365 resources.
- Automated user onboarding processes using **PowerShell** for license assignment and device configuration.
- Monitored device health and compliance using Endpoint Analytics and proactive remediation scripts.
- Responsible for overseeing the maintenance and operation of biometric access control and CCTV systems, ensuring security standards are met and maintained.
- Acted as Zoom administrator, proficiently creating and managing Zoom rooms to facilitate seamless virtual meetings and collaboration.
- Collaborated with security auditors to ensure compliance with IT security standards and protocols actively participating in security audits and implementing necessary measures.
- Efficiently managed IT assets and tickets, maintaining an organized system to track and resolve technical issues promptly.
- Contributing to improved operational efficiency.
- Maintained documentation of IT policies, procedures, and configurations, ensuring compliance with regulatory requirements and facilitating knowledge transfer within the team.
- Onboarding and Offboarding of the employees Globally.
- Hardware support and service

IT Support Engineer - Karvy Insurance Repository LTD (KINREP), Hyderabad

May 2021 –May 2023

- Providing Support for Windows and MAC Laptops
- Hardware support and service.

- Support for MS Office, Office365/Outlook, and Google apps for work.
- Maintaining File Servers, Exchange, and DC servers.
- Creating AD and LDAP accounts, VM-work stations, Distribution Lists, Service accounts, and shared mailboxes.
- Printer Troubleshooting.
- AV System support (Zoom)
- DUO, OKTA, Zoom, and Cisco VPN support.
- Basic network troubleshooting.
- Managing corporate laptops through JAMF and Intune.
- IT Inventory/Asset management, coordinating with vendors and accounts team for laptop procurements and placing PO globally

System Engineer - Karvy Stock Broking Ltd, Hyderabad

Nov 2018- May 2021

- Managing Domain users and accounts.
- Securing resources with Shared folder and NTFS permissions.
- Maintaining File servers.
- Taking Backup of servers.
- Providing the necessary infrastructure and assistance to team member for troubleshooting and resolving escalated technical issues.
- Install and test desktop software applications and internet browsers.
- Develop and manage effective professional working relationships with contractor personnel, co-workers and clients.
- Setup computers and install software for various applications and programs.
- Maintain computer peripheral devices like printers and resolve associated problems.
- Coordination and interaction with vendor's / systems integrators.
- Network Printers installation configuration and troubleshooting.
- Installing, configuring and troubleshooting of Server systems, Desktops and Laptops.
- Provided Hardware and IT Support in administering Windows XP/Vista/7/8/10 Operating System hundreds of desktops/laptops.
- Installing and Configuring the End-user outlooks in 2007/2010/2013/2016.
- Backup and Recovery - Configuration and Maintain the Outlooks.
- Performed TCP/IP Configuration for Manual and Dynamic IP Address assignment and testing the connectivity.
- Resolve user configuration / authentication issues.
- Installing VMware workstation and installation OS in workstations
- Network connectivity troubleshooting, ping, Tracert and telnet
- Initial configuration of Cisco router and switches.
- Responsible for maintaining and installing computer networks based around Microsoft Server Technologies

Graduate Apprenticeship – BHEL (Bharat Heavy Electricals Ltd, R.C.Puram, Hyderabad)

March 2014 - March 2015

PERSONAL INFORMATION

Name : B. Krishna Murthy
Father's Name : B. Nagendra Krishna Kumar
Permanent Address : Plot No:- 136, Flat no:- 303, Sree Anusha Residency, Rajeev Nagar, Hyderabad - 500045
Date of Birth : 04/04/1991
Marital Status : Single
Nationality : Indian
Known Languages : English, Telugu and Hindi
Hobbies : Playing Cricket