

B.Venkata Sai Mahesh

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Professional Summary:

Currently employed as a Help Desk Technician at DXC technology, providing technical support and assistance to users. Responsible for troubleshooting and resolving hardware and software issues, as well as providing excellent customer service. Skilled in communication and problem-solving. Committed to enhancing user experiences and driving efficiency in a fast-paced environment.

Skills:

- Hands on experience in Service now ITSM and HCSM
- Mobile Device Management
- Microsoft Office apps (Outlook, Teams etc.,)
- Troubleshooting VPN issues
- MacBook issues with SSO, enrollment, VPN
- Active Directory
- BitLocker Management
- SSO and certificate Management
- Citrix workspace
- HTML, CSS, Bootstrap, JavaScript.

Work experience:

**Role – Analyst III Infrastructure Services, DXC
TECHNOLOGY Client -**

Project 1:-

SAP LABS, Whitefield, Bangalore

March - 2023 to Present

Level 1 Technical IT Support Engineer for SAP:

- Hands-on experience on SERVICENOW tool, AZURE AD, Netsec tools etc.
- Experienced in troubleshooting and resolving technical issues for SAP Global end- users via phone, chat and IRT media.
- Worked on Avaya, Sinch, JAMF tools.
- Guided the users in ENROLLING and Registering Windows, MacBook, iPhone, iPad, and Android mobile devices.
- Guided users in setting up MFA and Two factor Authentication.
- RSA Secure ID, Networks (LAN), VPN issues
- Extended support for MacOS platforms: FileVault, Keychain, VPN, SSO.
- Helped users in accessing and setting up WTS, VDI, SAP HEC Desktops, Citrix workspace app.
- Troubleshoted and resolved accessibility and other issues in Microsoft apps like Outlook, Teams, OneDrive, OneNote etc.
- Single Sign On issues
- BitLocker Management and Device Compliance.

Position II : Subject matter expert

As SME provided functional guidance, training and assistance to lower level staff. Was responsible for daily, weekly, monthly reporting to upper management as per requirement.

Project 2:-

Maruti Suzuki India Private Limited, Bangalore.

Level 1 Technical IT Support Engineer for MSIL.

- Hands-on experience on iserve tool, Data-Base Management System (DMS).
- Experienced in troubleshooting and resolving technical issues for MSIL user's via Phone and Mail.
- Troubleshooting user's with DMS Application and VPN issues .

Role – KYC Analyst – Concentrix.

October 2021 to April 2022

- Processed Australia and New Zealand Driver documents for Uber Process.
- We have to check driver's documents like Driver license, Passport, Citizenship certificate, Birth Certificate etc... in order to Approve or Reject the driver documents according to the given rules.

Education:

B.tech(Electronics and Communication Engineering)

Raghu Engineering College, Vizianagaram, Andhra Pradesh (2016-2020)

Intermediate (Maths, Physics, Chemistry)

Sri Chaitanya Junior College, Visakhapatnam, Andhra Pradesh (2014-2016)

B.tech Project :

Drowsiness Detection: -

Using Digital Image Processing with the help of Anaconda Navigator.

Summary: -

Majority of these accidents is caused because of the drowsiness of driver. The countless number of people drives for long distance every day and night on the highway. Lack of sleep or distractions like the phone call, talking with the passenger, etc may lead to an accident. To prevent such accidents we propose a system, which alerts the driver if the driver feels drowsy. Facial landmarks detection is used with help of image processing of images of the face captured using the camera. This system will monitor the driver eyes using a camera and we can detect symptoms of driver fatigue early enough and will give warning output in form of alarm to avoid the person from sleeping.

Strength:

- Ability to work in a team environment.
- Committed to work in project deadlines and schedules.
- Disciplined and good etiquette.

Languages: English, Telugu, Hindi, Oriya.

Declaration:

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Date: 01/04/2024

Place: Bangalore.

