

SamarasimhaReddy

System Administrator

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OBJECTIVE

Having good experience in IT-Infrastructure support

Intend to build a career with the leading corporate of hi-tech creative environment with committed and dedicated people, which will help me explore myself fully and realize my potential willing to work as a key player in a challenging and creative environment

Education Details

- BTech From Siddhartha Educational Academy group of institutions (CSE), Tirupati
- 12th from Nalanda junior college – Andhra Pradesh Board of Intermediate Education
- 10th from Sunshine English medium High School – Board of Secondary Education Of Andhra Pradesh

Employment Details

Employer : Cogent E-services Limited

Designation: Desktop Support Engineer **Duration**

: 15th April 2022 to 27th may 2024

Job Responsibility:

Installation and maintenance of desktop systems, printers, network hardware, system hardware, operating system and application software.

Having 2 Year as a Helpdesk Engineer

Resolving remotely through system and end-users' problems.

All Outlook issues like configuring the mailbox, creating and adding PST to mailbox, repairing the corrupted PST's.

Trouble shooting the hardware and OS related issue. Assigning NTFS permissions to files and folders Configuring Network Printers.

Trouble shooting of desktops, Laptops and Printers.

Giving support on hardware and software related complaints.

Troubleshooting issues related to Okta MFA and DUO MFA

Managing Service Requests and Client interactions

Asset Management Activities s

Supports for the application packages like MS office etc.

Installing and configuring windows operating system (MAC and Win 10&11

Having knowledge in DNS and DHCP.

Installation, assessment, and testing of desktop software applications Resolution of technical issues.

Supervision of junior desktop support engineers and creation of training guides for new joiners.

Establishment of workstations, assessment for connectivity and its proper functioning.

Diagnose and resolution of software and hardware issues.

Installation of connections, computer networks, and cabling for clients.

Troubleshooting system failures, identifying the bottlenecks and improving network efficiency.

Configuration and test of software, maintenance of hardware and peripheral devices.