

RESUME

Naresh D Mamidi

126/9, Hariniwas Bldg., 2nd FLR, MR Road
Nagpada, 5th lane, Mumbai central (E),
Opp Masjid Bldg. Mumbai- 400008

Email: naresh.isa@gmail.com



9769737562/ 9699674590

Objective: Whatever the qualities and knowledge I have like to apply for the organizational improvement with best effort and honesty. Possess excellent interpersonal & communication skills.

Educational Qualification:



- > S. S .C with 65.86 % (2003-04)
- > Diploma in Computer Engineering (MSBTE) from Sardar Vallabhbhai patel polytechnic (2007-08) 63.08%
- > Bachelor in Instrumentation Engineering from Indira Gandhi college of Engineering (2013-14)

Technical Skills:

- ✓ Operating system: Mac OS, WINDOWS 10, UNIX, LINUX , ITIL
- ✓ Networking : CCNA, Networking Fundamentals, IOT
- ✓ Programming Languages C, C++, VB, HTML, Core JAVA, SQL

Achievements:



- Participated in college level Chess Championship And received 3rd Rank
- Participated in school level Drawing competition And received 1st rank

Work Experience:

Currently Working in Valuepoint system Pvt Ltd As a System Expert From (15Dec 2019 to Till now) Ernst & Young

- Working on Service Now Ticketing tools.
- VIP support to Partners and directors for Video conferencing & Presentation.
- Remotely resolving the issue with the help of Bomgar, Quick Assist, Team viewer, Teams.
- Troubleshooting Network related issue using Wireshark application and VPN support.
- Mobile email configurations, Laptop configuration, and printer management.
- Installation of VDI, Windows 10, Escus software and other applications.
- Expertise in analysing Information System needs, evaluating end-user requirements.
- Providing assistance to Technology support on wave space screen and other application.

> CMS IT services Pvt Ltd As a Customer Support Engineer (L2) From Oct 2018 to Dec
Client– ONGC VIP support

- Troubleshooting & Maintenance DELL, HCL, HP, IBM & Assemble Desktop machine.
- VIP support and assistance for Video conferencing and presentation for all ONGC
- Remotely resolve issues faced by users. Analyze problem & escalate to appropriate level.
- Managing and configuring Lotus IBM notes, Avaya & CISCO IP Phones.

Worked for Onward Eservices solutions Ltd as Desktop support Engineer from 12th Aug 2016 to 20th July 2018) client - firstsource solution

- Configuring Microsoft Outlook 2007 and 2010 installing of windows 7 and 10 and service packs.
- Assetization and adding inventory of all systems via AMS (Asset Management System) tool
- Providing Assistance to users during VC & Presentations
- Configuring & troubleshooting of printer, scanner, and Thin Client
- Coordinating with Network Team, IM team and Server Team, EDS team for proper resolving issue.
- Working on ITSM Ticket tool system.
- Working on PAN India EPO server (MacAfee DAT update) and WSUS Update taking Update from all over Center in India and escalate to higher level

Personal Details:

Name : Naresh D Mamidi

Date of birth : 26th July 1989

Language known : English, Hindi, Marathi & Telugu

Marital Status : Single

Nationality : Indian

Hobbies : Reading Books, Playing Chess, Singing, Watching (Discovery, History channel)

Place: Mumbai

(Naresh D Mamidi)