NIMMANA PRASANTH

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PROFILE

I am a motivated individual who is eager to learn and grow quickly. I am seeking an opportunity to gain professional experience in an IT Helpdesk role, which will allow me to develop and enhance my abilities, knowledge, skills, and experience. My goal is to contribute towards the achievement of the company's business objectives, while aligning with its vision, mission, and values.

EXPERIENCE

January-2018

Coordinator cum Hardware technician

January-2023

Andhra Pradesh State Skill Development Corporation

- Configured hardware, software and networking, set up peripherals such as printers and routers
- Troubleshooted and fixed hardware or software and Network issues
- Assisted in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring PC performance
- Accurately documented instances of hardware failure, repair, installation, and removal
- Installation of Windows OS and Drivers for printers and maintaining network in the Institution
- Resolved Institutions problems promptly and accurately
- Providing Mentorship through Online and offline classes
- Maintaining student's confidentiality at all times
- Responding and resolving student concerns related to the Job Opportunities and Online Examinations at lab.

March-2022

In-charge for Skill training Coordinator

January-2023

- Identified and Documented Local-Industry demand Courses
- Established Skill hub center in an Existing Institution to provide training and placements to the unemployed youth
- Established and maintained IT-Infrastructure Lab
- Installation, configuration of software, drivers, printers, routers, cameras

EDUCATION

October-2016

- Bachelor of Science at Dr Br Ambedkar University, Aggregated with 7.1 CGPA

March-2012

- Intermediate (+2) at Govt Junior College Ichapuram, A.P aggregated with 83%

March-2010

- SSC (10th) at ZPHS School Koligam A.P Aggregated with 70%

KEY SKILLS AND CHARACTERISTICS

· Communication Skills	· Hardware and Networking
· Problem Solving	· HTML, CSS, Java script
· Leadership	· Active Directory, Office 365
· Pressure handling	· Installation, Troubleshooting
· Remote Support	· windows, Linux, mac OS

ACTIVITIES AND INTERESTS

Portfolio site: https://new-portfolio-eight-tau.vercel.app/