

# PIRANGI CHARAN KUMR

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IT Support Engineer | Desktop & Automation Specialist

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## PROFESSIONAL SUMMARY

IT Support Engineer with 2+ years of experience providing enterprise IT solutions in hardware, software, and networking. Expert in troubleshooting Outlook, ERP, and other enterprise applications, with advanced skills in Python automation, scripting, and ITIL-aligned processes. Proven record in reducing recurring tickets, creating SOPs, training end-users, and ensuring business continuity across 2000+ systems. Self-driven and highly adaptable with strong problem-solving and process optimization abilities.

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## EXPERIENCE

### Associate System Engineer | Desktop & IT Support

Feb 2024 – Present | Bengaluru, India

- Provided enterprise IT support for 2000+ users, managing Windows/Linux environments.
- Troubleshoot Outlook, ERP, CRM, and other business-critical applications.
- Created advanced SOPs that reduced recurring support tickets by 60%.
- Configured VPNs, Active Directory, GPOs, and network troubleshooting.
- Developed Python automation scripts for repetitive IT workflows.
- Led end-user training sessions on software, security, and productivity tools.
- Role involved Incident Management, Change Management, and escalation handling using ITIL frameworks.

### Web Development Intern | 1Stop.ai

Jul 2022 – Sep 2022 | Anantapur, India

- Assisted in web application development and front-end implementation.
  - Conducted manual testing, debugging, and documentation.
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## EDUCATION

### **Jawaharlal Nehru Technological University Anantapur (JNTUA)**

B.Tech, Computer Science Engineering | Aug 2019 – Aug 2023 | Grade: 70.75%

Activities: IEEE Computer Society, Coding Club, Hackathons & Workshops, Face Mask Detection Project, Open Source Contributions

### **Narayana Junior College, India**

Higher Secondary Certificate, M.P.C | Jul 2017 – Jun 2019 | Grade: 7.54

Activities: STEM & Robotics Club, College Annual Fest Committee, Peer Tutoring, Social Awareness Programs

### **Sree Valmeeki E M High School**

SSC, General Studies | Jun 2016 – May 2017 | Grade: 8.7

Activities: Science Club, IT Workshops, Mathematics Olympiad, School Cricket Team

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## CERTIFICATIONS

- ITIL® Expert — Simplilearn, Aug 2025 (ID: 8883321)

- Cisco Certified Network Associate (CCNA) — Nov 2024 – Nov 2027 (ID: CSC0001)

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## PROJECTS

### **\*\*Face Mask Detection Using CNN\*\***

- Developed real-time deep learning system for detecting face masks using OpenCV and CNN.

- Achieved >95% accuracy for webcam and video streams.

- Implemented optimized preprocessing, training, and deployment pipelines.

- Skills: Python, CNN, OpenCV, AI, Deep Learning

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## TECHNICAL SKILLS

Programming & Scripting: Python, PowerShell, Bash

Version Control & DevOps: Git/GitHub, DevOps, Peer-to-Peer Computing

System & Network: Windows & Linux Administration, Networking, VPN, Domain, AD.

Coding Languages: C, C++, Java, HTML, CSS, JavaScript, SQL

Application Support: Outlook, ERP/CRM, Web Applications, Manual Testing

Automation & Monitoring: Python Scripts, Dashboards, Performance Metrics

Other Tools: Microsoft Office

## SOFT SKILLS

- Problem Solving
- Process Optimization
- Documentation & SOP Creation
- End-User Training
- IT Leadership

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## LANGUAGES

- English — Full Professional Proficiency
- Hindi — Professional Working Proficiency
- Kannada — Professional Working Proficiency
- Telugu — Native/Bilingual Proficiency

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## DECLARATION

I hereby declare that all the information provided above is true to the best of my knowledge and belief.

Date: \_\_\_\_\_

Place: Bengaluru, India