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Anusha Kothakapu ⭐ Featured 📝

Anusha Kothakapu

IT Support Engineer seeking roles in customer support and desktop support

Current Location: Hyderabad / Secunderabad	Total Experience: 6 Year(s) 0 Month(s)
Pref. Location: Hyderabad	Notice Period: Currently Serving Notice Period
Functional Area: IT Software - Application Programming / Maintenance	Highest Degree: B.Tech/B.E. [Electronics/Telecommunication]
Role: Tech Support Engnr	
Industry: IT-Software/Software Services	
Marital Status: Married	

Key Skills: IT Support Engineer,Software Troubleshooting,IT Support,Quality Analysis,Vendor Management,IT Asset Management,Customer Support Engineer

Verified : 📞 **Phone Number | Email - id**

Last Active: 22-Jan-21   Last Modified: 22-Jan-21

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Summary

Skilled professional with 6 years of experience in customer support, Software Troubleshooting,IT Support, Vendor Management, IT Asset inventory Management

Work Experience

◉ **Experis IT** as IT Support Engineer
Feb 2019 to Dec 2020

   *   To work as IT coordinator for procurement and assigning of assets for employees from various Business functions across the organization.
   *   Providing first level support for all IT related needs such as:
Software and hardware installs, general support, and troubleshooting for remotely resolvable issues.
   *   Including Microsoft products and business specific applications.
   *   Printer and Scanning troubleshooting.
   *   Consulting and building knowledge documents to implement solutions or appropriately escalate customers requests or incidents to next tier of support, when necessary.
   *   Assist in identifying process improvement opportunities, both within and outside our group.
   *   Create new users and Lock/unlock user accounts.
   *   Diagnosing hardware failures, Microsoft Outlook 2010 and 2013 Client troubleshooting
   *   Responsible for the Hardware / Software / Troubleshooting / Network Connectivity
   *   Maintaining weekly and monthly assessment reports for all received tickets
   *   Troubleshooting of various network and desktop issues the users encounter with the committed SLA.
   *   Vendor coordination regarding asset management council & Warranty purpose

◉ **Experis IT** as IT Support Engineer
Feb 2019 to Dec 2020

◉ **WIPRO TECHNOLOGIES** as Administrator
Dec 2013 to Jan 2018

   *   Monitoring & Performing Backup jobs as per the schedule and Adhoc backup requests.
   *   Troubleshooting Networker backup related issues for VBA (Virtual Backup Appliance) module.
   *   Configure, Manage and troubleshoot VMware Protection policies.
   *   Troubleshoot Virtual Backup Appliance.
   *   Hands on experience in Linux and Windows Operating System.
   *   Use of Networker, Veeam and Data Domain tools to achieve data protection.
   *   Management of backup and restore of enterprise critical database, exchange data.
   *   Responsible for implementation of planning, installation, configuration and upgrade of servers and hosts.
   *   Responsible for report creation and generation of backup, recovery, disk utilization.
   *   Basic knowledge on VMware environment.
   *   Handling incidents following SLA thru Salesforce ticketing tool.
   *   Worked as Quality Analyst for a pilot project and handled team of 28 members.

Education

UG: **B.Tech/B.E. (Electronics/Telecommunication)** from **JNTUH** in **2013**

Other Qualifications/Certifications/Programs:
Testing tools

IT Skills

Skill Name	Version	Last Used	Experience
ASSET MANAGEMENT		0	2 Year(s) 0 Month(s)
Applications Troubleshooting			3 Year(s)
Customer Support Operations			6 Year(s)

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Telugu				

Affirmative Action

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**