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M. Siva Santosh  

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Senior IT Support Engineer seeking roles in IT Service Desk/ Helpdesk support, Desktop support Specialist, IT Technical Support Specialist, Defect Management, Technical Support, Risk Mitigation, Vendor Management, configuration management.

Current Location: Hyderabad / Secunderabad

Total Experience: 3 Year(s) 0 Month(s)

Pref. Location: Bengaluru / Bangalore, Chennai, Hyderabad

Highest Degree: MTech [CS]

Functional Area: IT Software - Application Programming / Maintenance

Role: System Analyst

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: System Administration, Desktop Support Engineer, Windows System Administrator, IT Service Desk, Technical Helpdesk, Active Directory, IT Helpdesk, Desktop Support, Service Desk Analyst, Windows, Service Desk, Active Directory Administration

Verified:  Phone Number | Email - id

Last Active: 22-Jan-21

Last Modified: 22-Jan-21

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Summary

Windows Support offering over 3 years of exposure; last worked as Senior IT Support Engineer with Xilinx India Pvt. Ltd. In-depth diagnosis for operating systems software/hardware failures and develops solutions. Designs develop, recommends and implements new or revised system software, utilities and automated pro Comprehensive experience in managing the installation, configuration, maintenance, migrations and monitoring of IT infrastructure with a focus on systems administration (Computers, Peripherals, Operating Systems) in multiplatform environments ensuring maximum uptime Deft in building & product offerings for strategic inputs Skilled in enhancing network systems & provisioning support for system engineering activities entailing mapping business processes, studying workflow to design technical solutions, ensuring business functionality & enhancing competitive advantage. Successful track record of leading and managing large technology organizations, operational excellence.

Work Experience

 **Xilinx India Pvt. Ltd** as Senior Engineer
Apr 2019 to May 2020

Notable Accomplishments Across the Career

Led IT Management & Systems Administration for the corporate network of 5000+ users in a 24-hour production environment

Project Managed the Windows Infrastructure such as Network Infrastructure Upgrade Project which comprised 20 phases covering areas such as Data Centre Virtualization, Network Security, Network Monitoring

Organizational Experience

Apr?19 ? May?20

Xilinx India Pvt. Ltd., Hyderabad as Senior Technical Support Engineer

Jun?18 ? Apr?19

Infosys Ltd., Hyderabad as System Engineer

May?17 ? May?18

HCL Technologies, Hyderabad as Associate Engineer

Role:

Extending advance level support to the users in Desktop Administration

Ensuring giving high productivity with SLA adherence

Managing new connectivity, providing support to users in setting up new VPN and connectivity as per the client requirement

Providing assistance in enforcement of Xilinx hardware and software standards and configurations

Collaborating with the Operations Teams globally, recommending improvements in system resilience and reliability

Engaged in installing OS, patches, software, hardware, upgrades while working closely with external vendors

Configuring and troubleshooting VPN Connectivity

Installing & troubleshooting operating systems (Windows 7, 8, 8.1, 10) and all the Software



Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

Delivering Software, Hardware, Network Support and Operating System support diagnosis resolution via remote support

Contributing in installation and configuration of:

- o Active Directory, Creating Users, Groups and Applying the Permissions
- o Windows, and software packages, Timely backups, SCCM Updates, Patches. Ensure highest levels of availability of IT infrastructure Work with vendors to resolve problems
- o Managing Local Printers, Network Printers

Working on Remote administration using tools like Remote Desktop, WEB EX, Remote Configuration

Customer Orientation.

High Productivity with SLA Management.

Handling the connectivity, providing the support to users in setting up the VPN and connectivity as per the client requirement.

Steering efforts in troubleshooting errors and resolving the issue

Monitoring Antivirus updates and patches on McAfee and Symantec

Installing Operating systems (Windows 7, Windows 8, 8.1 & Windows 10) and all the software's.

Installation of Active directory, creating users, Groups and applying the permissions.

Steering efforts in troubleshooting errors and resolving the issue

Monitoring Antivirus updates and patches on McAfee and Symantec

Working on Data Encryption/ Decryption Process & Good understanding of Bit locker.

Troubleshooting the SCCM Client issues.

Providing the Software, Hardware, Network support and operating system support diagnosis resolution via remote support.

Troubleshooting the server related network connectivity issues like VPN, WI-FI, Outlook, Exchange/ Lync through remotely.

Providing the Wireless device support and troubleshooting the both Android and IOS Mobile Device.

Network Printer and scanner support and troubleshooting.

Closing working with team and consulting and building the KB Articles to implement solutions or appropriately escalate customers request or incidents to the next level support when required.

Remote administration using tools like -RDP, WebEx, MSRA, Remote configuration manager.

• Infosys as System Engineer

Jun 2018 to Apr 2019

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HCL technologies as Associate Engineer
 May 2017 to May 2018

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Education

UG: **B.Tech/B.E (Electronics/Telecommunication)** from **Santhiram Engineering College, Nandyal, JNTU** in **2014**
 PG: **M.Tech (CS)** from **VBIT, Hyderabad, JNTU** in **2016**

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IT Skills

Skill Name	Version	Last Used	Experience
Virtual Machine Backup and Recover			
Windows Azure Infrastructure			
Azure VPN-Point			
VMs, Virtual Networks, Gateways			
Next Gen Firewalls			
Azure Solution			
IaaS & PaaS, Backup			
restore services			
Azure Virtual Machine			

VPN connectivity
power shell scripts
ARM TEMPLATES
Azure VMS
traffic manager

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Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert	✓	✓	✓
Hindi	Expert	✓	✓	✓
Telugu	Expert	✓	✓	✓

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Affirmative Action

Category: **General**
Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**
Employment Status: **Full time**

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