**Rallabandi Kartik**

Address:

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**Career Objective:**

To work in pragmatic way in an organization where I can expose my talent and enhance my skills to meet company goals and objective with full integrity and zest.

**Academic Qualifications:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Qualification** | **Institute** | **Board/University** | **Year** | **Percentage** |
| B. Tech (Mechanical) | Samskruti College of Engineering & Technology | J.N.T.U Hyderabad | 2011- 2015 | 65% |
| Intermediate | Sri Chaitanya Junior Kalasala | Board of Intermediate Education | 2009 - 2011 | 61 % |
| SSC | Brilliant Grammar High School | Board of Secondary Education | 2008 - 2009 | 78 % |

**Technical Skills:**

* Technical Support, Applications Support, Incident Management, ITIL
* PC Hardware and Networking, Troubleshooting
* Windows 10 Operating System
* MS Office 365 Suit, MS Excel, and presentation skills

**Professional Experience:**

**Senior Analyst**

**Wipro**

from September 2020 to present date

Key responsibilities:

* Worked on Microsoft Technologies such as Outlook 2016, Office 365 and Office 2016 and had working and troubleshooting experience of Hybrid Environment of On Prem and Exchange Online.
* Worked on Active Directory functions such as password reset, Account management, Mailbox and DL management.
* Worked on MS Teams, One Note and One Drive for Business.
* Have Exceptional knowledge of performance optimization of Windows laptops, including reconfiguration, maintenance and/or upgrades.
* Familiar on Smartphone OS such as Android and iOS, Email sync on PDA, Hotspot configuration and troubleshooting.
* Worked on technical troubleshooting for laptop, printer and other hardware peripherals.
* Good Knowledge of Networking and Internet connectivity issues for desktop & portable systems.
* Broke down and evaluated user problems using personal expertise and probing questions.

**Process Developer**

**Genpact**

from December 2018 to May 2019

Key responsibilities:

* Providing support on Microsoft Technologies such Outlook 2016, Office 365 and Office 2016 and had working and troubleshooting experience of Hybrid Environment of On Prem and Exchange Online.
* Providing support for Active Directory functions such as password reset, Account management, providing access to user applications and Mailbox and DL management.
* I also provided support to client billing machines like Account lock, transaction failure, slow system performance and other troubleshooting.
* Providing user access and support for Remote Desktop and Citrix workspace and various virtualization tools
* Creating dashboards and preparing presentations in Power Point and reporting to the client
* Providing Data analysis reports in MS Excel and Word.

**Analyst**

**Intelenet Global Services (Client Google)** from Nov 2016 to May 2017

Key responsibilities:

* I belong to Street Smart team where we work on crowd sourcing tasks which are focused on extraction of meaningful information from imagery datasets and export them to other geo-enterprises and use it for training machine learning algorithms.
* This tool is only used by googlers to manage the daily activities which are done within the organization for the Google mapping project.

**Sales Executive**

**Auto Pride**, Hyderabad

from June, 2015 to September, 2016

Key responsibilities:

* I Worked in premium used car showroom as a “Sales executive”. My responsibility is to handle customer and give them the information regarding product (car) and giving them the right choice by understand in customer needs according to his budget.

**Academic Project**

Role: Team Leader

• EDM Wire Cut for Bottle Cap Guider

• Mechanism and Model of an Electric Driven Highway Vehicle by Solar Power

**Personal details**

Language Known : English, Hindi, Telugu

Date of Birth : 22-02-1994

Nationality : Indian

Father’s Name : R.V. Subramanyam

**Declaration**

I hereby declare that the above cited information is true to the best of my knowledge and belief, if given a chance, I can prove myself.

Place: Hyderabad

Authentically,

R. Kartik