**CURRICULUM VITAE**

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**Trinath Gogineni**

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**Objective:**

To secure challenging position in an esteemed organization that takes best use of my skills, and to put my efforts to the best to bring in the pride and prosperity to the organization and myself.

**Professional Overview:**

* Strong analytical, investigative skills with quick learning ability
* Good knowledge ininstallations and recovered the Desktop with good knowledge and patience and rated as a very dependable support person by the clients

## Academic Profile:

2009-2013: B.Tech(ECE) JNTU Kakinada University (67%)  
2007-2009: Intermediate Board of Intermediate (85%)  
2006-2007: S.S.C Board of Secondary Education (70%)

## Professional Experience:

**COMPANY :**

**FORDE Search(i) Private Limited Dec 2014 to Till date**

Plot No.25,26&27,4th floor

Vittalrao Nagar, Madhapur,Hyderabad,

Telangana – 500081

**Client Location :**

**KARVY Computershares Pvt Ltd.**

## Roles &Responsibilities:

* Centralize help desk ticket mangement-from request creation to resolution.
* Installing and configuring computer hardware operating systems and applications.
* Monitoring and maintaining computer systems and networks.
* Troubleshooting system and network problems and diagnosing and solving hardware or software faults.
* Replacing parts as required.
* Providing support, including procedural documentation and relevant reports.
* Responding within agreed time limits to call-outs.
* Working continuously on a task until completion (or referral to third parties, if appropriate).
* Prioritising and managing many open cases at one time.
* Testing and evaluating new technology.
* Configuring, troubleshooting and taking backups from mailing clients like Microsoft Outlook and Outlook Express.
* Remote administration using tools like – MSTSC, Dame Ware, and Ami Admin.
* Performing end-user trouble shooting i.e., hardware, software and connectivity issues for LAN environment.
* Configuring new systems, applying patches, implementing software updating and handling desktop systems configuration and support.
* Configuring new physical connections in LAN environment from layer-2 switches to hosts
* Installing and troubleshooting of MS outlook Exchange client 2003/2007, Internet data card, Symantec Antivirus 12, End Point protection .
* Installing all the software applications like oracle for Linux and windows, SQL, Visual Studio etc.
* BIOS Configuration, Hard disks, CD-ROM Drives, NIC cards, Modems etc.
* Supporting the roll-out of new applications.
* Setting up new users' accounts and profiles and dealing with password issues.
* Talking staff or clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issues.
* Rapidly establishing a good working relationship with customers and other professionals, e.g., software developers.
* Conducting electrical safety checks on computer equipment.

## Knowledge on CCNA:

* Basic configuration of switches and routers
* VTP, STP, RSTP, DTP, Etherchannel, Ethernet-CSMA/CD..
* Internet Protocols: TCP/IP, FTP, TFTP and SMTP.
* Routing Protocols: RIP, EIGRP & OSPF.
* Switching concepts: HSRP, VRRP, Inter VLAN Routing
* Network Monitoring Tool: OP Manager.
* Cabling & crimping for systems, hubs, switches & routers

**Professional Certification Specifics:**

* Cisco Certified Network Associate (**CCNA**) Cisco ID : CSCO12534199
* Cisco Certified Network Professional **(CCNP** ) Trained

## Personal Details:

Name : **Trinath Gogineni**

Father’s Name : Srinivasa Rao

Date of birth : 2nd July 1992

Languages Known : English,Telugu and Hindi

Address : Plot no:54,Road no:2,Street no:3,Phase no:3,

Subhadra nagar,Vanasthalipuram,

Hyderabad,Telangana-500083

**Decleration:**

I hereby declare that the information furnished above are true and correct to the best of my knowledge and belief.

**(Trinath Gogineni)**