# RESUME

**Uday Kiran N**

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### Objectives

* Strive for the excellence in the IT profession undertaken with dedication to achieve challenging position where management and information skills matter the most. To resolve problems using analytical, interpretative and evaluative thinking

### Summary of Experience

* Possessing three years of vast experience in the field of Computer Hardware &Networking where Planning, Implementation, Administration and troubleshooting are involved with multiple platforms of OS viz., Microsoft Windows XP, 2003, 2008, Windows 7.

### Expertise

* Identify, diagnose and resolve Level one problems for users of the mainframe, personalComputer software and hardware, Internet and new computer technology.
* Provide one-on-one end-user problem resolution over the phone for user approved PersonalComputer (PC) software.
* Deliver, tag, set up and assist in the configuration of end-user PC desktop hardware, software and peripherals.
* Diagnose and resolve end-user network or local printer problems, PC hardware problems and mainframe, e-mail, Internet, WLAN and local-area network access problems.
* Coordinate timely repair of PC computer equipment covered by third-party vendor maintenance agreements
* Ability to provide a full range of support and client relationship services ranging from first through to third line support and customer on-site visits.
* Ability to work independently and within a team-spirited environment.
* Attention to details with a desire to create high quality products.
* Strong presentation skills.
* Good knowledge and understanding of the network infrastructure and protocols such as TCP/IP, HTTP,etc.,
* Desktop (PCs, Laptops and Peripherals) hands-on experience for both hardware and software.
* Help install local area network cabling systems and equipment such as network interface cards, hubs and switches.
* Group customers by keywords for profiling, sales and marketing campaigns, training.
* Support multi-message campaigns via e-mail, mail etc.

### Work Experience

***Company:GYG IT SOLUTIONS from 2 JAN 2013 till Now.***

**Designation:Network Administrator**.

**Job Responsibilities**

* Managing user accounts and giving share & security level permissions.
* Responsible to install, set up, maintain network and also configure the peripherals, cabling and equipments accordingly as per the requirement.
* Responsible for maintaining the company strategy like designing, implementing and maintenance of enterprise network components.
* Responsible to monitor whether all the components are available for successful communication.
* Responsible for maintaining the Backup network, hardware, software, files on a regular basis accordingly as per the company policies.
* Timely analyze whether any repairs or replacements is needed.
* Managing data base of server & creating new users accounts.
* Responsible for configuring &troubleshooting L2 & L1 SWITCHES.
* Responsible for configuring & troubleshooting GEPON
* Responsible for troubleshoot Microsoft windows issues.
* Responsible for configuring & troubleshooting Microsoft outlook accounts.
* Responsible for creating new Microsoft outlook accounts for new users.
* Monitoring complete network & providing network statistics.
* Responsible for the installation of operating system windows 7.
* Responsible for the installation of software’s like antivirus, MS-office, adobe & acrobat reader etc.
* Responsible for maintaining the network & troubleshooting the network related issues.
* Responsible for maintaining & troubleshooting network printers.
* Responsible for troubleshooting Internet issues.
* Responsible for sharing the network printers.

### Academic Qualification

***Academic:***

* **B.Tech** from **CM ENGINEERING COLLEGE** in 2012.

***Technical Skills:*.**

* Windows 2000, XP, Server 2003, 2008, 2007.
* Ms office excel, word, powerpoint,Hardware & networking etc.,
* Good at Presentation & Communication skills.

### Assets

* Hardworking, Self confident, meets deadlines on task entrusted and ample analyzing capacity.
* Takes Initiative and no additional directions are required once work is explained and assigned.

### Hobbies

* Playing chess and cricket.
* Net Surfing.

### Personal Information

Material status : Single.

Date of Birth : 15-08-1990

Languages Known : English, Hindi and Telugu

### Declaration

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

-Uday Kiran N