C.MANJUNATH   **Email:** cmanjunath909@gmail.com
IT Support Analyst And Desktop support Engineer
                                                     Mobile: +91-9110335170

Carrier Objective:

   To associate with an organization that progress dynamically, provides me an opportunity to update my knowledge and enhance my skills in new technologies, and be part of a team that excels in work towards the growth of the organization which gives me personal and professional satisfaction thereof.

Educational Background:

Graduation: Bachelor of Technology in **MECHANICAL**

   College   **:** Mother Theresa Institute Of Engineering And Technology , Affiliated to JNTU Anantapur, Andhra Pradesh

   Percentage   **:** 65.23%

   Year of passing **:** 2018

Board of Intermediate:

   College   **:** Mother Theresa Junior College, Andhra Pradesh

   Percentage   **:** 66.90%

   Year of passing **:** 2014

School Secondary Education

   School **:** Sri Muninarayana High School

   Percentage**:** 67.83%

   Year of passing**:** 2012

Technical Skills: Having 4.5 year of experience and working as IT Support Analyst, IT Desktop support engineer for CGI Bangalore location and current company Rambus Bangalore location.

Professional Work Experience*:*

Having 2 year of experience and working as IT Support Analyst for Rambus Inc Bangalore location.

Client   **:** Rambus Inc , 12th Floor, Tower C & D, IBC Knowledge Park Karnataka, Bangalore – 560 029

DATACORE (Rambus Inc)   June-**2021 to Present**

Roles and responsibilities:

- Experience in System Desktop Support, IT Support Analyst
- Working on Service now handling Task, INC, RITM, Onboarding process.
- Creating profiles in AD and providing access relevant groups link (Distribution list (DL), Creating Unix group, enabling Unix account)

- Knowledge on office o365 Admin console provided access to share point , mail box and one drive and recovering deleted files.

- Knowledge on IVANTI, Lan Desk (RDS)for remote access and for deploying office 365 updates to Desktops and Laptops.

- Configure and troubleshooting of Cisco 1800,2600,2800series routers

- Configure and troubleshooting of Cisco 2950,3750 seriescatalyst switches

- Other: DNS, DHCP, IPv6
- Problem management: Create problem tickets for recurring issues to find permanent fix and drive Problem management meetings with IT management and share updates on the progress of the problem tickets
- MDM administration : on Windows, Android, iOS devices via Microsoft Office 365, HD and Company Portal
- SharePoint Administration: Currently handling project to migrate users from Riki, Rambusdocs to SharePoint
- OKTA administration: Work on issues related to SSO authentication, Adding new apps to OKTA, configuring and resolving issues of OKTA 2FA
- User Account Provisioning and De-Provisioning: Manage User Accounts in ADFS for Onboarding and de-commissioning accounts and UNIX accounts (Creation, Deletion, Permission issues)
- Software version/Patch update: Work on SRs by taking necessary approvals on version update and Critical patch installation via LANDesk
- Critical Alerts: Handle alerts for Virus, Greyware, Malware and other critical alerts from server for backup failure, low disk and memory space
- Service Now: Handling Service Now Tool to monitor and work on Incidents, Requests, RITMS
- VPN : Issues related to VPN connectivity via Cisco Any Connect Active Directory ARS: Working on AD for creating and modifying user account, unix account, security group and Distribution list
- Oracle Administration: Creating/Modifying user accounts and Responsibilities as per department

- MS O365 applications : Configuration and troubleshooting Microsoft O365 applications Domain related problem (Login, configuration, Shared folder) Creating and distributing software packages across global users via LANDESK IVANTI

- Experience in profile issue and re adding same new profile

- Knowledge on Bit locker related issues and blue screen errors related to hardware.

- Knowledge on MacAfee firewall.

- Repairing hardware and software issues link in citrix workspace, VM Horizon.

- Network related issues like blocking, sites and VPN collecting firewall logs and allowing access to it.

MFX INFOTECH (Client-CGI,Bangalore)   **2019 to June 2021**

Having 2.5 year of experience and working as contract Associate support engineer for CGI Bangalore location.

Client **:** CGI Bangalore, Nalapad Brigade Center, ITPL road, Bangalore -560048.

Roles and responsibilities:

- Addressing user tickets regarding hardware, software and networking and linux.
- Working on Service now tool & handling Task, INC , RITM, Onboarding process.
- Network and connect computers within organization to better communication.
- Install and test desktop software applications and internet browsers.
- Knowledge on IVANTI ,share point and network drive
- Good experience with outlook, skype, and Teams configuration.
- Assembling the Hardware PC and Installing Operating system and Drives.
- Installing Customer related software like Visio, MS project $ Standard, Visual studio with MSDN, Acrobat DC, Acrobat Standard, Oracle, power BI etc and other Software's.
- Working on Active Directory Users and Computers and working VM machines.
- Good knowledge on creating a Virtual machine (VM Box) with OS inside.
- Installing MS Office 2019 and office 365 in the Desktops and Laptops

Technical Course :

Done MCSE, CCNA and Computer Hardware Course from Zoom Technologies, Hyderabad.

Personal Details:

Name	:	C. Manjunath
Date of Birth	:	16-05-1997
Marital Status	:	Single
Languages Known	:	English,Telugu and Tamil
Contact Address	:	Sanjay angar, 7th cross
		Marathahalli,
		Bangalore -560037,
		Karnataka.

Declaration:

I hereby declare that the Information furnished above is true to the best of my knowledge.

Date:

Place: **(Manjunath C)**