

PROFILESUMMARY

<u>CORE COMPETENCIES</u> DSe,Basics of CCNA Microsoft-OS Microsoft-Server	<u>Objectives</u> To Pursue my Carrier with dedicated commitment hard working with a good time management, and to get the best out of me as an Engineer as well as Individual. <u>Educational Qualification</u> <ul style="list-style-type: none">• Bachelors in Electrical Electronics and Engineering, from Guntur Engineering College in Guntur, with an aggregate of 62.68 percentage• Board of Intermediate Education in MPCC Combination from GOVT junior College for Boys in Ananthapur, with pass percentage of 60.• Board of Secondary Education in Andhra Pradesh from Govt z p h school in avuladatla, with pass percentage of 73.
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WORK EXPERIENCE:

1. Customer Service Representative at Landmark Group (14 Sep 2018-1 May 2019)
2. CMSIT SERVICES PVT LTD. (10/06/2019 - 06/01/2020) -ATE (Associate Trainee Engineer)
3. IT Support Engineer at ITC INFOTECH PVT LTD. (22 Dec 2019-27 March 2021) NEWWAVE COMPUTING PVT Ltd
4. Worked as IT operation associate II at CONDUENT Business Services LLP (29 March, 2021-10 Oct 2022)
5. Currently working as IT helpdesk Engineer at Resourcerpro Solution Pvt Ptd

CERTIFICATIONS

1. Certified Ethical Hacking (CEH) From EC-Council
2. ISO Certified in Cyber Security

Roles and Responsibilities @Newwave Computing Pvt Ltd

1. Managing user data backup and restoring
2. Using ticketing tool submit application
3. Handling phone calls and doing account unlocks.
4. Desktops and laptops taking care of software and hardware issues.
5. Configuring Desktop and Laptops and preparing user acknowledgement
6. Configuring antivirus software to fully protect IT environments.
7. Trouble shooting and configuring Office 365, Office 2016, Office 2013
8. Configuring network, USB printers and scanners
9. Handling escalation calls and challenging calls
10. Troubleshooting internet problems internet and intra-net
11. Providing remote access to work from home users
12. Doing password reset activity in Active directory

Roles and responsibilities at CONDUENT

1. Handling bridge calls monitoring flows and applications
2. Checking the all vm's by making sure it's working or not
3. Opening tickets P1, P2, P3 tickets depends upon issue
4. Taking care of daily reports and loading files on time.
5. on time replaying mails and as well as team chat on their request
6. taking care of adding roles and password reset on user id's
7. Loading the batches and monitoring
8. If servers are down, we are using ping and traceroute commands and providing to server team.
9. Taking care of clients if any issue reported we are restarting the applications.

Roles and Responsibilities at Resourcepro solution Pvt Ltd

1. Managing and resolving technical support tickets.
2. Configuring client setups with their credentials authenticator like NOx, Duo, WinAuth, Microsoft Authenticator, and Okta.
3. Having experience in varies ticketing like SUMMIT, JIRA, SDP
4. Helping with setup by RDP Azure Virtual Desktop, VMware, and Citrix.
5. Installing and configuring varies applications and taking care of hardware issues
6. Providing status of Tcping and Tracetcp to the network team
7. Experienced in using AD for account creation, password reset, and group management including adding users to groups.
8. Deploying and configuring cloud –based PC applications.
9. Manage and process user account termination requests

Additional Technicalskills

1. Malware analysis
2. Intrusion detection system, Intrusion prevention system
3. Incident Handling and documentation
4. Security Information Event Management SIEM tools
5. Knowledge on office 365, office 2016, office 2013
6. knowledge TCP/IP, DHCP, SMTP, TCP, DNS, FTP
7. Log analysis
8. Creating users and groups in active directory
9. Knowledge on Firewall, computer networking

HOBBIES

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1. Listening to music
 2. playing cricket andvolleyball

PERSONAL PROFILE

Name	:V.ThippeswamyNaik
FatherName	:V.BhajaneNaik
MothersName	:V.kamalaBai
Dateofbirth	:8 th June1997
Nationality	:Indian
Religion	:Hindu
MaritalStatus	:Single
LanguagesKnown	:English,Telugu.Hindi,Kanada

RESIDENTIAL ADDRESS

R,b vanka st .colony D.no 3-35 Rayadurgam mandal
Ananthapur district Andhrapradesh. Pin Code : 515865.

DECLARATION

I hereby declare that the above information provided by me is true and factual to the best of my knowledge.

Place:

Yours' sincere
V. Thippeswamy