**Shakthi K**

**Mobile: +91 9963450714**

**Shakthi.91222[@gmail.com](mailto:vullisreenath418@gmail.com)**

**CERTIFICATION**

**MCSE:**

* Installation and Configuration of Windows 2012 Active Directory Domain Services.
* User accounts maintenance, managing resources with Security strategies using Active Directory.

**OBJECTIVE**

Intend to build a career with leading corporate of hi-tech environment with committed and dedicated people, which will help me to explore myself fully and realize my potential. Willing to work as a key player in challenging & creative environment.

WORKING EXPERIENCE

Organization : **Roto Maker India Private Limited**.

Designation : Senior Facility Support Engineer.

Period : 02**th April 2019 to Till Date.**

* Established process and systems to ensure reliability of IT systems across organizations. Implemented cloud based automated backup for mission critical data.
* Participated in setting up PPE equipment manufacturing unit by coordinating with external vendors and logistics operators . Was part of team in creating proper process.
* Assets management : Matched Hardware received inwards are as per Purchase order, are in good working condition, issued to clients / end-users. In case of any problems promptly did trouble shooting. Ensured, asset quality is maintained. Physical assets (systems) verification was done at regular intervals. we conduct inspections so that obsolete / scrap items are taken out. Depending on the Daily Log Reports the faulty systems were repaired / replaced.

Organization : **DELL-Secureworks**(Contractor) on pay roll with eCentric Solutions Private Limited.

Designation : Infra Support Engineer.

Period : **28th June 2018 to 28th Sept 2018.**

* Ability to investigate and resolve the technical issues both remotely and onsite.
* Managing and monitoring on SKYPE chat room, web ticketing tools and email escalation.
* Answering technical queries through telephonic.
* Expert in working with RSA VPN related issues like token mapping.
* Expert in SKYPE troubleshooting related issues.
* Expert in working platform on backup tools like (ex: MOZY), and WEB CISCO IP phone settings.
* Expert in CITRIX troubleshooting related issues (proxy settings).
* Performing troubleshooting on assigned ticket and resolve the problem with in SLA.
* Outstanding professionalism including highly developed customer service skills, issue and problem management and the ability to work independently or as part of a team.

Organization : **Andhra Banks** (Contractor) on payroll of KL Computers.

Designation : Technical Engineer.

Period : **Aug-2017 to May 2018**

* Installing and troubleshooting problem related network and desktop printer and scanner.
* Expert in Wi-Fi related problems.
* Local & network printer’s installation and maintenance.
* Answering technical queries through telephonic & remote support.
* Blocking websites and usb connections.
* Knowledge of the OSI 7 layers model and TCP/IP, UDP.
* Knowledge of networking protocols IPV4, IPV6 and sub-netting.

Organization : Icache system.

Designation : Desktop Support Engineer.

Period : **Sep-2010 to June 2017**

* Installation of Microsoft operating systems and MS-office.
* Pc’s installation and maintenance.
* Maintaining the system security with Quick Heal and Kespersky Antivirus Corporation.
* Installation of Microsoft operating systems and MS-office.
* Installation of antivirus and troubleshooting problem related to virus problem in system.
* Installation/un-installations of various software’s.
* Installation of device drivers & hardware components.
* Maintenance and Troubleshooting of connectivity problems using Ping, Trace, route.
* Troubleshooting, OS and application related issues.
* Configuring and maintaining Windows XP operating system.
* Troubleshooting hardware and Software and Network Problems.
* Assigning IP address and Sub netting.
* System Assembling and Dissembling.

**ACADEMIC PROFILE**

* **B.Tech** (IT) 2010, H.I.T.S (Jawaharlal Nehru Technological University), Hyderabad.
* **Board of Intermediate** A.P, Ratna Junior College 2006, E.C.I.L
* **Board of Secondary Education** A.P, Saksharatha High School 2004, E.C.I.L

**TECHNICAL SKILLS**

**Windows:**

* LAN/VPN/VLAN Connectivity issues.
* Systems Installation, Configuring and Upgrading.
* Outlook Configuration and Trouble-shooting issues.
* Adobe and PDF Troubleshooting

**Worked tools on Networking: -**

* Ghost Imaging and Kick-start server.
* SAMBA Server.
* Backup environment like MOZY.
* NFS server.
* Installing & Configuring DHCP, Outlook Mail server.

**ACHIEVEMENTS**

* Participated in Paper Presentation Competition in SRUSHTI 2k12, (National Level Fest) held at Tirumala Engineering College.

**STRENGTHS**

* Ability to learn new technologies and tools very quickly.
* Disciplined, self confident and strong in solving software and hardware related issues.
* Being patient and analyzing things in critical times.
* Adjustability to different environments.

**PERSONAL INFORMATION**

Name : Kommu Shakthi Kumar

Date of birth : 21-Nov-1988

Nationality : Indian.

Marital Status : Married.

Languages known : English, Hindi, Telugu and Tamil.

Hobbies : Listing Music.

**DECLARATION**

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

###### Place: Hyderabad

###### Date: Shakthi .K