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**SUMMARY:**

Computer Science Graduate student seeking position to utilize my 6 years of industry experience and skill set to contribute for organization’s success and enhance my knowledge by continuous learning.

**Work Experience**

##### [Volt Workforce Solutions](http://staffing.volt.com/), Great America Parkway, Santa Clara, CA

##### Worked with a team installing, configuring and maintaining server in data centers and making them ready for back up data in big org. level, company’s associated like Facebook, oracle and LinkedIn etc. Oct – Nov 2016

* ***Key Responsibilities:***
* Engineering of SA-related solutions for various project and operational needs.
* Install new / rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements.
* Install and configure systems such as supports GIS infrastructure applications or Asset Management applications.
* Develop and maintain installation and configuration procedures.
* Contribute to and maintain system standards.
* Research and recommend innovative, and where possible automated approaches for system administration tasks.  Identify approaches that leverage our resources and provide economies of scale.

##### Google with Palermitano Solutions Partners (internship), as a hardware and networking tech, been part of the team of testing, troubleshooting, implementation and deployment of the project May – July 2016

* ***Key Responsibilities:***
* Working with customers/employees to identify computer problems and advising on the solution
* Logging and keeping records of customer/employee queries
* Analyzing physical problems on the system, so you can spot common trends and underlying problems
* Updating self-help documents so customers/employees can try to fix problems themselves
* Working with field engineers to visit customers/employees if the problem is more serious
* Working with DNS, DHCP, Ethernet, LAN, WAN
* Knowledge about the Switching and Routing
* Knowledge of Windows environment and computer hardware and software at an intermediate or advanced level
* Experienced in remote customer support including wireless LAN access, VPN, DSL, and Cable services.
* Experienced in supporting smartphones (Blackberry, Droid, iPhone and iPad).
* Experienced in supporting senior level executives
* Experienced in Altiris (Imaging, packaging, scripting)
* Excellent customer service skills, strong attention to details with excellent follow up
* Taking escalation calls and maintaining record of it and following up with the same till the issue is fixed totally.
* Testing and fixing faulty equipment

Worked with **DELL** as a **Sr.analyst (IT)** and **Resolution Expert** from **Oct 2013 to Aug 2015**

***Key Responsibilities:***

* (**TESTING**)
* Part a testing team for troubleshooting
* To find the issue with the internal tool and fix the issue accordingly
* Manage the team by day to day reports and assigning the job to each and every individual
* Generating reports of work flow and pushing the team to perform better
* (**TECH SUPPORT**)
* Providing on-call technical support
* Configuring and troubleshooting desktops, laptops, printers, and networks
* Worked in consumer tech support on system like Inspiron, XPS, Printers, Networks, Modems and Switch’s.
* Presently in Dispatches team dealing with onsite technician from WWTC, Unisys and Costco.
* Hands on experiences with tools like Delta, Dell Serve, OKB, C2F, FUSTION etc.
* Creating day to day reports and updating the same
* Handling the RAR, AHT and RDR reports.
* Maintains complete data of the stack ranking of monthly and quarterly.
* Worked with **Apollo Health Street** as a **Process Associate** from **May 2011 to Oct 2013**

***Key Responsibilities:***

* IT Support relating to technical issues involving Microsoft's core business applications and operating systems.
* Technical support at the Application, Desktop, Server and Network level.
* Remote access solution implementation and support: VPN, Terminal Services, and Citrix
* - System documentation development, maintenance and review.
* Regular communication with clients, keeping them informed of incident progress, upcoming changes or agreed outages.
* Taking support calls live for immediate triage. Skills Required
* Strong Soft Skills (Strong Customer Service, Oral and Written communication skills).
* Ability to switch tasks frequently.
* Solid network troubleshooting skills
* TCP/IP concepts and LAN/WAN issues
* Microsoft certifications a significant advantage.
* Knowledge in all supported Microsoft Operating Systems (Windows 7,8, 8.1 and 10, Server 2008, Server 2012 and 2012 R2) and Office products including O365
* Experience with Windows Active Directory (User and Group Creation & Administration, GPOs.)- Experience troubleshooting issues related to DHCP & DNS
* Experience troubleshooting Email related issues (Exchange, O365).
* Ability to troubleshoot and resolve issues related to local and network printing.
* Strong Handheld and Mobile device Experience (Windows Mobile, Blackberry BIS & BES, IOS, Droid) in relation to setup and email configuration.
* Experience with Connect to customer system and/or guiding customer with a significant things.
* Trained on **six sigma** and was part of Quality testing Project Green/Black belt

**Academic Qualification**

* M.S, (Master of Science in Software Engineering), with **3.56 GPA**

Related Courses**:**Enterprise Distributed System, Cloud Technologies, Enterprise Software Overview, Software Engineering Process, Software Quality Assurance and Testing, Software System Engineering.

* Bachelor’s in Computer Science

Related Courses**:**Object Oriented Programming like C++, Java, Software Engineering, Database Management System, Data Structures, Analysis of Algorithms, Operating Systems and Computer Networks.

* Intermediate, Board of Intermediate Education, A.P.

Related Courses: 1.Maths

2. Physic

3. Chemistry

* SSC, National Open School

**Other Achievements**

* Certified Technical Graduate from **DELL**
* Higher Diploma in System and Networking from **NIIT**
* Trained in Six Sigma yellow belt
* Appreciated and Awarded for sales in CORE every month at RNR
* Been stack rank for the month of MAY and part of club 90.

**Technical Competency**

* **Programming Languages:** C**,** C++, XML, HTML5, Java, and CSS3.
* **Databases**: SQL/PLSQL, My SQL, Oracle 9i, DB2.
* **Scripting Languages:** JavaScript, JSON, Angular.js
* **IDE’s:**Eclipse, Net Beans, Microsoft Visual Studio.
* **Operation Systems:**Windows 10, Mac.
* **A+ , N+, cisco trained (CCNA).**

**Extra-Curricular Activities**

* College representative for Inter-College competitions and fests
* NCC ‘C’ certificate holder with one international camp and was awarded best rope leader
* Member of recruitment team and fun committee at Apollo Health Street
* Member of Smile team in Dell.