**D JOSEPH KARTHIK**

**Address: unit no: 6768 keiffer street, Niagara Falls, L2E 5K1**

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**Email:** [**joseph999karthik@gmail.com**](mailto:joseph999karthik@gmail.com)

**Availability: Full-Time**

**Professional Summary:**

**Seeking to handle increasing responsibility and challenging assignments to harness my knowledge and achieve recognition as a Machine Operator to apply my problem-solving skills and keen attention to detail to deliver high-quality service in the role advertised.**

**Educational background:**

* Masters in computer application (**MCA**), Loyola Academy Degree & PG College, Osmania University from 2012-2015
* Bachelors of Degree **BSC-CSE**, Loyola Academy Degree & PG College, Osmania University from 2009-2012
* Intermediate (**MPC**), Sri. Chaitanya Kalasala, from 2007-2009
* **SSC**, St Mary's High School, Secunderabad, from 2006-2007

**Technical Skills:**

* Networking, Hardware, Windows OS, Internet Awareness, Basic Commands of Linux OS

Asset Management, Cherwell Ticketing Tool, CMDB, BMC Remedy portal, GSD.

**SKILLS AND QUALIFICATIONS**

* Ability to handle multiple tasks, lift heavy loads and work in a fast-paced environment.
* Available to work night shifts and weekends as required.
* Excellent customer service and time management skills
* Learned how to safely operate equipment’s.
* Have worked rotational shifts.
* Follow health and safety procedures as regulated by law.

**Experience: CANADA**

**Magna International November 2022 to Sep 2023**

**(Auto Part Manufacturer) Saint Thomas, ON**

**Roles and Responsibilities:**

* Working in FL-5(Frames Team).
* Inspect and assemble automobile parts for the welding operations.
* Loaded and unloaded parts to machines/conveyors with attention to detail, identified faulty parts and for rectification approaching the leadership to inspect the faulty parts.
* Ordering parts on computer screen in time to avoid delays in the production line.
* Inspecting parts prior to installation for visible defects and correct part numbers.
* Maintaining cleanliness of assigned area
* Perform assigned tasks and functions in accordance with established safety procedures.
* Safety-Followed proper safety procedures while assembling products to meet company standards.
* Reporting equipment breakdowns, identifying weld qualities (porosity, offcut, burn-thru, off location, missing welds) to Leadership.
* Proficient in the use of hand tools such as pliers, hammers, and chipping tools
* Escalated issues related to safety and quality to supervisors.
* Successfully completed Lock-out training and following rules and safety guidelines for Tip change.
* Utilized proper protective equipment such as steel-toed boots, earplugs, hardhat and safety glasses at workplace.

**Professional Experience (IT):**

**Designation: Desktop support Engineer / System Engineer**

**Payroll Company: Impact infotech Mar-2018 to April-2019**

**Client: Wipro**

**Payroll Company: 3i consultancy May-2019 to Feb-2021**

**Client: Texas instruments**

**Payroll Company: VDA Info Solutions Pvt Ltd Sep 2021 – Oct 2022**

**Client**: **Cognizant Technology Solutions**

**Roles And Responsibilities:**

* Install, upgrade, support, and troubleshoot Windows OS, authorized desktop applications, hardware, and peripheral equipment.
* Build and deploy new workstations (desktop & laptop PC's).
* THINOS Operating System, Windows, Linux Deployment
* Application support for VMware
* Ticketing tools (GSD, CMDB)
* Configuring VPN and troubleshooting VPN related issues
* Work with Network Administrator to troubleshoot network issues.
* Remote troubleshooting using tools such as Cisco WebEx and NetMeeting
* Prepare, Analyse & Maintain Weekly/Monthly reports (like Stock, Asset details reports)
* Diagnosed and resolved all technical issues related to hardware and software.
* Supervised and performed installation of new IT network equipment and system software.
* User accounts creation, maintenance, and password recovery
* Maintaining network and trouble shooting
* Network troubleshooting Cabling, crimping and fault finding at LAN.
* Configuration of Active Directory, Creating User Accounts / Deleting User
* Applications installations for client systems
* Experience in Configuration of outlook & repair the outlook issues.
* Experience in troubleshooting and resolving the end user issues based on the SLA.
* Perform evaluations for team to ensure consistent high quality is provided to customers.
* Internet access for the LAN through Proxy setting
* Assembled and dissembled all desktops.
* Setup video and audio conference.
* Maintaining the assets track and data in common/Shared folder for backup
* Understanding the customer problem & giving the solution.

**Declaration:**

I hereby declare that the above written particulars are true to the best of my Knowledge and belief.

(D Joseph Karthik)