# D JOSEPH KARTHIK

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**Professional Summary:**

I am committed to achieving recognition through impactful contributions. Known for my dedication to continuous learning, I thrive in dynamic environments where I can apply and expand my expertise. Eager to leverage my experience and skills to excel in roles that demand innovation, problem-solving, and a proactive approach to professional development.

# 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

**Experience: CANADA**

**Magna International Nov-2022 to Sep-2023**

**(Formet Industries - Auto Part Manufacturer) Saint Thomas, ON**

**Payroll – AllStaff Inc. London**

**Roles and Responsibilities:**

* Assisting customers with inquiries and providing information about products or services.
* Resolving customer complaints or issues in a timely and professional manner.
* Handling customer orders and ensuring accurate and on-time delivery.
* Maintaining a positive and helpful attitude while interacting with customers.
* 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: Fms Engineer Sep-2021 – Oct 2022

**Client – Cognizant** **(CTS)**

**Payroll: Vda Infosolutions**

**Location: Hyderabad**

# Roles and Responsibilities:

**Customer Service Representative and Technical Experience:**

* Assisting users with inquiries related to Windows OS, applications, and hardware.
* Providing technical support with a focus on effective problem-solving.
* Addressing user concerns related to system security and project-level restrictions.
* Offering assistance in configuring VPN and resolving related issues.
* Collaborating with users to troubleshoot network problems and providing active directory support.
* Maintaining a record of inventory and assets, ensuring accurate documentation.
* Monitoring and addressing the performance of computer systems with a customer-centric approach.
* Participating in weekly team meetings to update on technical issues and escalations.
* 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 Deployment
* Application support for VMware
* Provide project level restrictions on the company designated devices to maintain system security.
* Work with Network Administrator to troubleshoot network issues.
* Maintain inventory of assets, as directed by management.
* Network support and active directory support for continuous company connection.
* Monitor the performance of the computer systems and address issues as they arise.
* Attend weekly team meeting and update the any open issues and update on any escalation.
* Provides technical support services for on-site users and remote support for work from home users.

**Professional Experience:**

# Associate Engineer/System Engineer May-2019 to Feb-2021

**Client - Texas instruments payroll company - 3i consultancy** **Location: Bangalore**

**Roles and Responsibilities:**

**Customer Service Representative and Technical Experience:**

* Acting as an intermediary between users and customer support teams to report and resolve issues with damaged laptops under warranty.
* Contacting customer support on behalf of users, providing necessary details, and ensuring a smooth process for repair or replacement.
* Keeping users informed about the status of their warranty claims and facilitating communication between all involved parties.
* Handling customer inquiries and issues related to IT assets and services.
* Providing support through various communication channels, including phone and email.
* Ensuring timely and effective resolution of customer concerns.
* Translating technical issues into understandable business language for end-users.
* Updating Asset Database
* Tickets management – Assigning tickets to the team and working on the issues related to tickets and closing them within SLA.
* Asset allocation to new joiners/users.
* Yearly Internal Inventory
* Updating new assets in CMDB
* Maintaining IT Storeroom Stock Assets like Laptop and Desktop, Printer etc.
* Call assignment to engineers and it follow up and closure with CMDB.
* Managing Benchmark calls and ensuring timely closure and delivery to users.
* Providing service response times to problem and error resolution.
* Analyzing & Escalating the Severity tickets.
* Assist in the establishment of policies and procedures for maintaining an accurate inventory of IT assets, including cost, location, assignment, and configuration.
* Understanding the customer problem & giving the solution. Prepare, Analyze & Maintain Weekly/Monthly reports (like Stock, Asset details reports)
* Resolving user queries and issues through mail and Phone call management system.
* Used to complete the periodical tasks within the given timeline.
* Remote troubleshooting using tools such as Cisco WebEx and NetMeeting.
* Installation of software’s Image like OS on new computers.
* Configuring Microsoft outlook and small utilities.
* Handling hardware related problems.
* Maintaining and managing IT & Assets using CMDB Tool.
* Updating the assets allocated to the users in SharePoint site and maintaining a track of record as primary or secondary.
* Maintaining the assets track in common/Shared folder
* Responsible for maintaining a record of all outstanding purchase orders with external vendors.
* Arranges transportation and forwarding services for all orders to ensure material is delivered as per schedule.
* Expedites all critical orders with local subcontract vendors.
* Ability to translate technical issues into understandable business language for end-users.

**Professional Experience:**

**Fms Engineer Mar-2018 to April-2019**

**Location: Bangalore Company: Wipro technologies**

**Payroll: Impact Infotech**

# Roles And Responsibilities:

* OS Installation
* OS Trouble shooting
* Hardware Trouble shooting
* User accounts creation, maintenance, and password recovery
* Crimping
* Maintaining network and trouble shooting
* Sharing and security
* Remote Assistance & Remote Desktop
* Desktop user support to windows 7 and windows 8 users.
* Configuration of Active Directory, Creating User Accounts / Deleting User
* Accounts and allocating user space in windows Server as per management instructions.
* Installing configuring network services DNS, DHCP and Software Deployment Service on Windows 2008
* Configuring and managing web services (web sites, ftp sites) in Windows using IIS.
* Sharing Data, Network printers & Resources
* Applications installations for client systems
* Trouble shooting on server and client issues.
* Experience in troubleshooting and resolving the end user issues based on the SLA.
* Performing troubleshooting on assigned ticket and resolve the problem within SLA.
* Disk Management, Partitions, Folder sharing, Access Permission
* Resolving issues for Onsite users, giving support by using telephonic conversation or chatting with the users.
* Experience in Configuration of outlook & repair the outlook issues.
* Experience in Installing and configuring various applications and software.
* Performed technical support, including escalation of problems and incidents.

identification with subsequent resolution.

* Performed regular maintenance of company peripheral network. Devices – printers and scanners.
* Network troubleshooting Cabling, crimping and faultfinding at LAN.
* Internet access for the LAN through Proxy setting
* Assembled and dissembled all desktops.
* Setup video and audio conference.
* Resolving remote calls by taking control through SCCM Client.
* Coordination with customers and vendors with different level.
* Documented and maintained supply of all required inventory.
* Proactively reaching out to customers to discuss and facilitate hardware upgrades, including RAM and Hard Disk changes.
* Providing detailed information on compatible hardware options and assisting customers in making informed decisions.
* Initiating calls to suppliers and vendors to find accurate and up-to-date costs for computer-related parts.
* Communicating pricing information to customers, ensuring transparency and clarity on costs associated with their hardware needs.
* Demonstrating a customer-centric approach by actively listening to users' concerns and addressing inquiries promptly.

# Professional Experience: Desktop Support Engineer

**Location: Kakinada**

# Company: San Info technologies Dec-2015 to Feb-2018

**Roles And Responsibilities:**

* Managed workstations, computers, laptops, printers, routers, switches and existing network applications.
* OS installation
* Conducted daily system health checks.
* Diagnosed and resolved all technical issues related to hardware and software.
* Supported all LAN, WAN, and other networking systems.
* Performed quarterly audits for the purpose of improving efficiency of systems.
* Installed, maintained, and provisioned current systems network and related frameworks.
* Configured systems that supported GIS infrastructure applications.
* Performed daily audit on all systems, frameworks, hardware, and server resources.
* Applied daily OS patches and upgrades to counter potential threats to system.
* Configure antivirus software to fully protect IT environment.
* Monitor the performance of the computer systems and address issues as they arise.
* Provided technical support, including identifying problem incidents with their subsequent resolutions.
* Supervised and performed installation of new IT network equipment and system software.
* Maintained company peripheral network devices regularly, including printers and scanners.
* Perform evaluations for team to ensure consistent high quality is provided to customers.

# Core qualifications:

* Maintenance and Repairs
* System Security
* Inventory Management
* Applications Support
* Troubleshooting
* User Profiles Backup and Restore
* Remote desktop and Remote assistance
* Disk Management, partitions
* Printer installation and troubleshooting
* Antivirus update & virus protection
* Experience in Microsoft Excel, Asset Management Tools.
* Understanding of current technologies and how they relate to the business Units.
* Evaluated the processes used to manage hardware inventory and status Reporting.
* Provided customer service on technology issues, products and services, and System status.
* Performs diagnostics and troubleshooting of system issues, documents, helpdesk tickets/resolutions, and maintains equipment inventory lists.
* Handle breakdown calls on operating systems, peripheral devices & networks.

# Technical Skills:

* + Networking
  + Hardware
  + Windows OS, Internet Awareness
  + Basic Commands of Linux OS
  + Asset Management
  + Cherwell Ticketing Tool
  + CMDB

**Applications: -**

* + Backup Utilities -Windows NT Backup
  + Mail Client - MS-Outlook.
  + Spreadsheet Applications- MS-office
  + Internet Browsers - Internet Explorer, Google chrome, Mozilla, Opera

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

(D Joseph Karthik)