**Kalyan Kumar Kolli**

**Mobile: +919652933988**

**Email:kalyankumar.kolli9@gmail.com**

**Career Objective:**

* **To have a challenging career in an esteemed organization with environment where my skills are shared, enriched and wish to be a part of the organization, where there is a scope for individual and organization growth**.

**Experience Summary:**

* **Working for Wipro Limited as a payroll of Adecco India pvt ltd. From July 2nd 2018 to till now.**
* **worked for Tata consultancy service limited as a payroll of Team ware solutions from 12-Sep-2016 to 23-feb-2018**
* **Worked at client location Apollo sugar clinics payroll of Team lease solutions as a IT-Executive from Oct 2015 to Aug 2016.**
* **Worked at Client Location Union Bank of India Payroll of HCL Services LTD Hyderabad from December 2014 To 27 November 2015.**
* **Worked at client location Shriram City Finance (H.O), Hyderabad as a Technical Support Engineer payroll of HCL Services from July 2013 to December 2014 payroll of HCL.**

**Role & Responsibilities:**

* **Perform daily system/server monitoring, verifying the integrity and availability of all hardware, server resources, system availability and key processes, reviewing hardware/software recourse, and verifying completion of scheduled jobs such as backups.**
* **Responsible for maintaining IT infrastructure including server hardware, switching and backups of Email’s.**
* **Repairing and recovering from hardware or software failures.  Coordinating and communicating with impacted vendors.**

**Technical Expertise:**

**Windows:**

* **Giving the permissions to access the USB external drives.**
* **Working on the group policy management, depends on HR checklist.**
* **New user creations of the new users & Adding into respective groups.**
* **Any issues with permissions or file distribution allocations to the users.**
* **Need to work on ticket basis for all the technical issues.**
* **Handling Outages like Application, In contact and VDI Outages.**
* **Working on priority and saviority (P1S1/P1S2).**
* E**&Y Application’s installation and troubleshooting the application issues resolving.**
* **Resolving the issues from US, UK customers for supporting the outlook and user password’s, Accounts unlocking in active directory.**
* **Installations of AD, DNS, DHCP Servers. Installation of WDS Server**
* **Creating Scopes in DHCP server, FTP Server Configuration.**
* **We work on share drive issues, Outlook SSO, Add-In Installation.**
* **Mobile VPN Installation’s and troubleshoot issues.**
* **Through remotely Home and Office printer installation with Badge access.**
* **Skype for business installation and Connectivity issues.**
* **Ey-Canvas Engagement Archiving issues, Engagement Renewals.**
* **Configuring the Apollo sugar clinics Own applications.**
* **Configuring the Firewall and restrict the sites to users. In Cyberome.**
* **Apollo sugar application support. Through remote resolving the issues.**
* **Apollo Diabetic software’s installations, Like Kody, Podia scanners and vibrometers.**
* **Installation and configuration of active directory and DHCP**
* **Managing User Accounts, Computer Accounts, Files and Folders.**
* **Configuring MS Outlook, Outlook Express Clients.**
* **Outlook .PST Files repairing.**
* **Configure, maintain and backup of outlook and outlook express E-mails and contacts**
* **Passwords reset in office 365.com through admin access.**
* **Handling the Technical escalations from the team members.**
* **Installation, configuration and administration of Windows7/windows XP/2000 Professional Client OS**
* **Device driver installation and configuration of different hardware.**
* **Installation, configuration and troubleshooting of various applications and software’s**

**Desktop Support Technician:**

* **Responsible for the Installation of Laptops, PC's, Local/Network Printers and various software.**
* **Repair and upgrade the hardware of all products like Dell, HP and HCL Desktops.**
* **Specify, build and install non-standard Desktop s for end user.**
* **Conduct post-implementation evaluations of computer systems to determine system performance.**
* **Troubleshoot and resolve issues with Windows 7, Windows 8, Microsoft Office Suite and other software packages and peripherals.**
* **Identify and resolve end-user problems with local and network printers.**
* **Work with Network Admins to diagnose and resolve Desktop connectivity issues within the domain.**
* **Configure Domain accounts & network and Shared printers.**
* **Reset Users Passwords in Active Directory.**
* **Manage workload through ticket assignment, ensure tickets are responded to in a timely manner and effective documented and closed.**
* **Providing technical support to company and clients via remotely and on-site if**

**Required.**

**Trainings Attended:-**

|  |  |  |
| --- | --- | --- |
| Training | Days | Provider |
| Basic IT/Computer Hardware & Networking | 25 | HCL |
| Computer Hardware ,Networking | 60 | IIHT |

**Educational Qualification:**

* **B.tech (2016) with an aggregate of 64.91% from Sri sarojini devi engineering college (Telaprolu)**
* **Diploma (2012) with an aggregate of 69.9% from, Nuzvid Polytechnic College, (Venkatadripuram)**
* **SSC (2009) with an aggregate of 67% from Sri Chaitanya Public School, (Vissannapeta).**

**Personal Profile**:

**Marital status : Single**

**Nationality : Indian**

**Languages Known : English, Telugu, Hindi, &Tamil**

**I Declare whatever information provided by me is correct according to my knowledge.**

**Place:**

**Date:**