LTIMindtree

Kartik R Agasimani

Experience Summary

- Cloud Infra Management P1 Grade – 0.6 years of experience
- I am open to learning new skills and contributing to any opportunity where I can grow, adapt, add value to the team.
- Worked as a Service Desk Engineer in Currys, handling troubleshooting, password resets, and complete ticket resolution using ServiceNow.
- Provided chat-based support to UK clients, ensuring timely and effective issue resolution.

Skills Summary

Skills Summary	
Domain	Cloud and Infrastructure Management
Skills	Virtual Machines, Active Directory (User/Group mgmt., GPO), Security UAA (creating users/access control), ServiceNow (Ticketing), Azure Entra ID, Windows, M365, Okta, ITIL
Other Skills	Java, Selenium Java (Automation Testing), Python, GenAI, Agent AI, SQL and Power Automate.
Operating System	Windows, Linux
Soft skills	Communication, Leadership, Problem-Solving, Time Management Teamwork, Adaptability

Personal Initiative Project

Currys Chatbot	Developed an intelligent chatbot using LangChain and OpenAI to assist IT engineers in triaging support tickets. The bot analyses ticket data and provides step-by-step guidance for troubleshooting, password resets, data collection, and team assignments. It leverages a PDF-based knowledge base to deliver accurate and context-aware responses, significantly reducing manual effort and improving resolution time. **Technologies Used:** • **Python** • **LangChain** • **OpenAI GPT & Embeddings** • **FAISS (Vector Store)** • **PyPDFLoader** • **dotenv (for API key management)**

Work Experience

Project Name	Currys Group Limited

Project Description	Delivered service desk support for Currys UK retail stores, resolving password resets, login issues, and hardware problems. Collected incident details, performed troubleshooting, and ensured timely resolution to minimize downtime. Supported store staff with technical issues, demonstrating strong communication and problem-solving skills in a fast paced environment, contributing to improved operational efficiency and user satisfaction.
Role & Contribution	1. Provided first-level IT support for Currys retail staff across multiple UK locations. 2. Handled password resets, login issues, and hardware troubleshooting including desktops, POS systems 3. Ensured minimal downtime and improved user satisfaction through timely resolution and clear communication. 4. Collaborated with backend teams for escalations and I No roles and contributions skills-maintained documentation of recurring issues.
Technology &Tools	Virtual Machines**,** Active Directory **(User/Group mgmt., GPO),** Security UAA (creating users/access control), ServiceNow (Ticketing), Azure Entra ID, Windows, M365, Okta, ITIL

Internship

Software Automation Testing Intern (Selenium Java) in Sukalpa Tech Solutions	Automated the testing process for the Sukalpa Tech Solutions website and developed a program to monitor the server regularly, improving system reliability and performance

Educational Qualification

Education	- Bachelor of Computer Application from KLE'S, RLSI College in 2024. - Karnataka Pre-University from JAMBAGI P U COLLEGE in 2021 - Secondary School Leaving Certificate form ST. XAVIER in 2019

Hobbies

Personal Interests	Drawing Skating Swimming, Traveling

LTIMindtree

Let's get to the future, faster. Together.