Mahesh Konda

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**Address: #**110/9, Near Naga Lingeswara temple, ITPL Road, Bangalore, 560037.

## Career Objective:

To be associated with an organization that furnishes an opportunity to excel in my field through knowledge, skills, and perseverance. This explores my potential to bestow for the development of organization with the best of my abilities.

## Professional Summary:

* I have 2+ years of experience in Global Service Desk
* Part of Tier 1 APAC team supporting and managing calls and tickets
* Training the new hires in regards to the process and communication
* Fetching the attendance reports on daily, weekly and monthly basis and analyzing them, also circulating the same to the team and higher management
* Managing escalations for the team
* Making sure that interactions are closed by whole team
* Initiated and executed improvement projects with the leads for betterment of the process

# Work Experience:

**Company:** Capgemini Technology Service India, Bangalore.

**Role:** Sr. Analyst / Software Engineer – Global Service Desk

**Duration:** Jan2020 to Present date.

# Roles & Responsibilities:

**Global Service Desk (Tier 1 APAC):**

* Working Tier 1 APAC Voice Support – handle all the IT related issues globally for all the Employees
* Solid understanding of incident management.
* Making sure that the stats were maintained within SLA for calls and tickets handles by me.
* Understanding and applying the new updates and recommendations of KM Team.
* Proficient in Windows and MAC OS troubleshooting.
* Proficient in corporate directory
* Proficient in Outlook troubleshooting.
* Working in Office 365(mailbox migration, license management).
* Troubleshooting MS Outlook 2013, 2016(O365), Skype, Cisco VPN and other internal applications.
* Installation of all types of software and applications.
* Worked for BOT Manual testing.
* Managing escalations for the team.
* Meet goals and KPIs as set by the organization.

# Education:

**Name of Education:** Bachelor Of Technology ( ECE ).

**University:** JNTU Kakinada.

**Duration:** 2014 to 2018.

**CGPA:** 7.3.

# Skills:

* Team management
* Escalation handling
* Incident Management
* MAC OS support
* Outlook and Office 365
* Windows Administration
* Corporate directory

# Personal Profile:

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| --- | --- |
| **Father’s Name:** | Srinivasa Rao |
| **Date of Birth:** | 25th August 1997 |
| **Gender:** | Male |
| **Marital Status:** | Single |
| **Languages Known:** | English, Telugu, Hindi |

**Declaration:**

I hereby declare that the above mention details are correct up to my knowledge.

# Date:

**Place: Mahesh.K**