Ramesha R

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**Professional Summary:**

Diversely skilled Technical Engineer with 5+ years helping businesses maintain smooth operations and optimal workflow. Driven to enhance functionality through careful and economical application of technical enhancements. Talented at deriving maximum value from existing assets as well as knowing when cost-effective upgrades reach peak return on investment (ROI).

Experienced on Microsoft technologies include Windows servers, Microsoft azure, Microsoft dev ops, sql servers, Microsoft M365 and Microsoft intune, Microsoft sharepoint. Can manage linux and mac os. Having 8 years of experience on the IT Field.

**Accomplishments:**

Intune Deployment. Dev Ops deployment.

PCI and GDPR deployment Cloud technology deployment.

**Skills:**

* Windows servers 2008 to 2022
* Microsoft Azure
* Microsoft Intune
* Office365
* Devops
* MAC OS
* Linux OS
* MS SharePoint
* Networking
* VMware Infrastructure
* Design Support
* Work Orders
* Team Meetings
* System Deployment Monitoring
* Design Reviews
* Mission Critical Applications
* Server Maintenance
* User Experience
* Technical Documentation
* Project Management Mastery
* Leading Software Development Teams
* Software Configuration
* Remote Support
* Customer Satisfaction
* Server Analysis
* Network Monitoring

# Work history:

## Senior Technical Engineer/IT Manager,03/2015 to Current

## Silicon Pvt Ltd – Bangalore.

* Provided technical support in both on-site and telephone consultations.
* Performed scheduled service work, installations, testing and repairs.
* Identified and corrected system faults to minimize operational system downtime.
* Diagnosed malfunctions in software, directing support tickets to appropriate personnel for remediation.
* Maintained service schedule for software and hardware.
* Wrote instruction manuals and technical guidance for preventive maintenance of product.
* Executed troubleshooting and server support in both in-person and remote situations.
* Oversaw quality assurance management and offered suggested recommendations.
* Monitored ongoing technical compliance with applicable laws and regulations.
* Produced reports on success rates and remedial requirements.
* Designed system enhancements for assets within IT industry operations.
* Wrote work orders, accounting for standard budgeting guidelines and operational parameters.
* Provided secondary training to personnel struggling with technological tools and systems.
* Authored technical guidance explainers and whitepapers on systems for use by senior leadership.
* Offered troubleshooting via voice and text chat, maintaining resolution rates of 100%.
* Performed preventive maintenance on network system, maintaining average uptime of 100%.
* Monitored production operations for quality and compliance with standards.

## System Administrator, 01/2015 to 03/015

## Shreyas Infotech

* Worked with users to determine areas of technology in need of improved

usability.

* Installed important security and functionality patches to maintain optimal protections against intrusion and system reliability.
* Provisioned new software and hardware for use, following established security policies.
* Managed onboarding and offboarding of employees.
* Established network specifications and analyzed workflow, access, information and security requirements.

# Education:

B.E: 01/2014

SCTIT – BANGALORE

# Projects:

* Data Migration from local to cloud, 01/01/21, 06/01/21
* Gdpr compliance implementation
* PCI compliance implementation
* Azure Devops implementation
* Intune Device Management Implementation

Place: Date:

Bangalore Nov 2023