MAYAPPA H U

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OBJECTIVE

Highly driven system administrator with 3+ years of experience managing the technical and functional operation and maintenance of assigned systems. Adept in supporting and troubleshooting advanced technical issues within computer hardware, network infrastructure, operating systems, and software installations.

EDUCATION

Bachelor of Computer Application, Balagav University   2018
Relevant Computer Applications(Java, HTML, CSS, Testing) and Hardware.

SKILLS

Technical Skills	Hardware and Network Troubleshooting, Operating Systems, Remote Assistance.
Soft Skills	Problem Solving, Time Management, Communication, Teamwork, Active Listening
Programming Skills	Java, HTML, CSS

EXPERIENCE

Sr. System Executive   April 2022 - Present
IIHT - Techademy
Responciblity

- System configuration and Microsoft O356, One Drive, Share point, Digital Certificates configuration on end user systems.
- Responsible for assets management and inventory includes Systems, Laptop's, Office IT equipment.
- Troubleshooting basic Network related issues and WIFI issues.
- Development and maintenance of Reports.
- Resolution of User tickets..
- Requesting and coordinating vendor support.
- Working with LMS providers to remain up to date on system specifications and updates.
- Install, upgrade, support and troubleshoot Windows 10 and Microsoft Office versions and any other authorized desktop applications.
- Providing end-user support when needed and Troubleshot problems and diagnosed system faults.

Desktop Support Engineer   Dec 2020 - April 2022
EOS PVT Ltd, Bangalore – India
Responciblity

- Installing and Configuration Operating System like Windows, Linux and MAC.
- First level repairing of laptops, desktops, and printers.
- IP allocation and managing IP through Advanced IP Scanner. E-Mail Client Configuration and Support (Microsoft Outlook and Outlook Express).
- Local and Network Printer Configuration, Troubleshooting.
- Encryption and Decryption Techniques. Backup's management and help desk support for users.
- Logging Case with Particular Vendor based on the hardware and software issues.
- Responsible for installing and supporting LANs, WANs.
- Responsible for determining system and network requirements, maintaining IT assets.

EXTRA - CURRICULUM

- My consistent dedication, teamwork, leadership, and assertive approach underscore my ability to drive results effectively in any endeavor.
- Being an employee showcase my teamwork and responsibility, illustrating my ability to collaborate effectively and take on leadership roles within a group setting..
- Time committed weekly or monthly to the activity.
- Engaging in competitive teams demonstrates my commitment to excellence and ability to perform under pressure, showcasing my skills on local, national, or international stages.
- My community work demonstrates my commitment to giving back and making a difference, whether in my work place or the larger community.

DECLARATION

I hereby declare that the above written particulars are true to the best of my knowledge and belief.