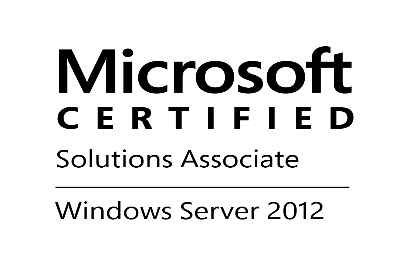
**Venkatesh Mekala **

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PROFESSIONAL SUMMARy

Overall IT 7 Years of experience, in the field of Information Technology as a Desktop Support Engineer  
Where Planning, Implementation, Administration and troubleshooting are involved with multiple platforms

* Hands on Experience on Sccm console.
* Expertise on Mac Laptop builds and Troubleshooting.
* Checking the Bitlocker Encryption Issues.
* In Depth Knowledge of providing troubleshooting services for both software and hardware issues
* Troubleshooting the operating system problems.
* I have Configure, managing and troubleshooting of all outlook issues. (Freezing, corrupt PST, Profile, out of office issues and Calendar issues
* Knowledge on Office 365 and creating the Inbox sweep rules and skype for business
* Checking the SCCM Problems like regarding new software patches and upgrades
* Checking the Tally Application issues and Installation
* Checking the Trust relationship and domain errors
* Installing the local printer and network printer
* Responsible for OS installations and troubleshooting of various software applications related to the client environment.
* Ticketing knowledge on various applications like HP Service Manager, CA service desk manager and Zen desk.
* I have supported all the Wi-Fi issues, VPN issues and LAN port issues
* Gud Knowledge on Okta admin Console
* I have supported all the VDI issues and any applications issues inside the VDI and resolved.
* Checking the Citrix issues like online Plug-in fails and Citrix Receiver errors
* Maintaining and troubleshooting virus issues trend micro antivirus and escalate to appropriate team for tracing infected files.
* Setting up and configuring new laptops and desktops and Install Authorized Software’s
* I have supported ON call, via Desk phone and e-mail support in a timely and accurate manner.
* Disabling the pen drive options in user accounts.
* Repair and recover from hardware or software failures. Coordinate and communicate with vendors like Lenovo and Dell
* Checking the desktops and laptops are damaged with warranty we can call log to dell
* I have supported Remote Assistance for all users. We are connecting the computers through RDP, Dameware remote support tool, Beyond Trust to resolve the issues.
* Support of mobile technologies for installation and troubleshooting Email configuration, Wi-Fi and Mac MDM Tool and Intune.
* Using ticketing tool (HP Service Manager on ITIL v3) to follow up with issues, and resolve the issues within given time limit.
* Worked in a SLA driven environment with Change, Incident Management.
* Help desk support and handling all the requests raised by the end users closing the tickets as per the SLA on following guidelines of ITIL.
* Worked on Escalations and incidents where in an immediate work around needs to be suggested for the restoration of the access and also need to investigate the root cause of the issue
* Checking the Cisco Web-Ex meeting problems and recording issues.
* Completing internal user moves with all assets.
* In-depth Knowledge on Kaspersky Antivirus and knowledge on Sonic Firewall
* Maintaining all the assets details of Desktops and Laptops management up to date as per the guidelines of management service and audits.
* Managing status report about the all systems.
* Escalate issues and involve experts wherever required in order to resolve issues as quickly as possible
* Maintain documentations of user’s issues and their resolutions to store in the share folder and share the information to across.
* Maintaining and create user accounts and restricted groups and give the permissions on the groups
* Installing and Configuring the Active Directory Domain Services.
* Creating AD Organization Units, Groups and Users.
* Creating and configuring the users and Groups, user profiles and Home Directories, Mapped Drives.
* Implementing Shared and Security Level permissions on Files, Folders and Printers.
* Creating and troubleshooting FTP sites and resolving various issues of FTP.
* Installing, Configuring, Maintaining Network Services such as DHCP, DNS, FTP, and IIS.
* Good Knowledge on Group Policy Management.

Current Responsbilities

* Gud Knowledge on Mac Laptop builds and jamf issues
* Hands on experience on Sccm.
* Rebuilded the windows and Mac laptops.
* Worked on laptops hardware issues and resolving on time without any escalations.
* Daily checking the laptops stock for new hires of onboarding process and requests.
* Troubleshooting the issues on Mac Laptops and software’s of self-service portal.
* Worked on windows 10 1803 and 1909 Patch issues of windows Laptops
* Worked on Office upgradation of office 2013 to office 365 issues
* Worked on Citrix receiver issues and troubleshooting the inside application issues.
* Gud Knowledge on Microsoft Intune
* Worked on Sccm tool and troubleshooting the issues.
* Pushing the software’s to sccm client and troubleshooting the issues
* Daily checking the laptops and desktops is upto date with the latest windows patches
* Worked on office movement from one location to another
* Gud knowledge on Asset Management Tools
* Maintaining the total office asset inventory.
* Checking the software Licenses
* Worked on office in pandemic situation of asset delivery to home locations.
* Working on Service Now Ticketing Tool and resolving as per SLA Priority
* Worked on different shifts as per company norms
* New issues we need to keep the documentation and sharing to team.
* Checking the network issues on hubrooms
* Co-ordinating the HP and Mac vendors and resolving the laptops issues on priority.
* Checking the issues on Bomgar tool and resolving the issues remotely.
* Checking the Cisco IP Desk Phones network issues on the ports
* Gud knowledge on sonic and Fortinet firewalls.
* Giving the Knowledge transfer for the Onboarding new hires and setup the profiles.
* Troubleshooting the software issues and resolving as per Priority.
* Worked on Kaspersky and Bromium Antivirus.
* Worked on Ad tool and creating the users and password resets.
* Updating our monthly work on the jira tool.
* Getting every week user experience survey for the closed tickets.
* Gud knowledge on Video conferencing of Webex Meeting and sharing.
* Gud knowledge on RSA Console.
* Multiple troubleshoot skills over different kinds of software’s.
* Provide technical support to Associates and ensure a high degree of customer happiness through service level agreement (SLA).
* Worked on 20H2 Patch Update issues
* Gud knowledge in Linux.
* Gud Knowledge on Amazon web services like S3, VPC and EC2.

PROFESSIONAL EXPERIENCE

* As a Wipro client worked from 21st October 2014 to 1st March 2015
* The Work Location is Under Mahindra & Mahindra
* The Payroll is Under Progressive Infovision Pvt Ltd
* As a IBM Client worked from 15th May 2015 to 22nd August 2016
* The work Location is under Thomson Reuters.
* The Payroll is under Experis It India private Limited.
* Worked with 64 Network Security Pvt Limited as a Technical Support Engineer from 3rd May 2017 to November 21st 2017
* Worked with TechMinds Learning Services from Dec 1st-2017 to July 14th – 2018
* Worked with ADP India Pvt Ltd as a Member Technical from 12th Nov-2018 to 28th-Jan-2022
* Currently Working with Shure Audio Technologies Private Limited from 3rd Feb 2022 to Till Now.

technical skills

Operating Systems : Windows 7, 8, 8.1, 10, Mac and linux.

Ticketing Tools : HP Service Manager, Remedy, Ca Service Desk Manager, Service Now, Zen Desk.

**Permanent Address**

Name : Venkatesh.Mekala

Father’s Name : Srinivasarao

D.O. B : 18-08-1988

Languages : English, Telugu & Hindi.

Address : Flat No:503, Gandhi Residency,Jayaprakashnagar

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