

KONDAL POLAGONI

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CAREER OBJECTIVE:

To pursue a challenging career in a progressive environment where learning, innovation and creativity are encouraged, where my skill set can be enhanced to their maximum potential to contribute to the overall success and growth of the organization.

CAREER SUMMARY:

- A Dynamic Professional with having 1.9Yrs of experience in IT.
- Setting of small & medium sized networks with bus & star topology
- Cabling & crimping for systems, hubs, switches & routers
- Network devices- Repeater, Hub, and Switches & Routers etc.
- TCP/IP configuration.
- Configuring domain, forest and child domain with Active Directory services.
- Working with different file systems.
- Installation and configuration of terminal server.
- Administering DNS name resolution, Routing & Remote Access.
- ADDS, DHCP, DNS, WDS, RODC, Hyper V, Additional Domain, TrustRelationship, Windows Server Backup and Remote Desktop.
- Administrating and Managing the organization Active Directory Services.
- Configured Group Policy Objects to create a secure Windows Infrastructure.
- Created user ID's, roles, groups OU's etc.
- Windows 2008, 2012, 2016 R2 server installation and Handling Support.

Computer Skill

Operating Systems : Windows® XP, 7, 8, 10, Windows® 2008, 2012, 2016.
OS tools : Ms Office, Vmware.

WORK EXPERIENCE:

Company : IBM India Private limited.
Role : Associate System Engineer
Duration : April 2018-Till Date

Roles & Responsibilities:

- Support the perfect needs of all systems, including Anti-virus software, print services and email provision.
- Valuating user needs and system functionality and ensuring that facilities meet these needs.
- Scheduling upgrades and security backups of hardware and software systems.
- Providing Remote access secure support for Intercompany needs.
- Managing crisis situations, which may involve complex Technical hardware or software problems.

- Monitoring and preparing logs for and Internet activity of the users.
- Maintains and supports multifunction Printers, and scanners and print capabilities, onsite and remote.
- Managed the day to day IT troubleshooting for users both locally and remotely.
- Managed daily activities to include user support and System administration tasks.
- Keep on monitoring the server performance in both hardware and software level.
- Monitoring all links of DC and DRC using NNM and Whatsup Gold tool.
- Monitoring 6 Core locations, 28 distribution locations, & 2000+ nodes connected with respective NAPs.
- Configuration of Cisco Routers and Switches.
- Troubleshooting network related problems over the phone.
- Providing 24/7 Network Support.
- Tactfully handling end users.
- Booking docket with ISPs and following up with them, till the issue resolved.
- Configuring & Monitoring Whatsup Gold, ICMP as polling method for WAN links (BSNL & BHARTI).
- Maintaining weekly report of Commissioned, Upgraded, Downgraded and Terminated leased lines.
- Worked on Cisco routers (1700, 1800, 2600, 3600 series)

EDUCATION:

Graduated in Bachelors of Science from Mahatma Gandhi University, Telengana in 2018.

PERSONAL INFORMATION:

Date of Birth	: 04-May-1995
Sex	: Male
Marital Status	: Single
Nationality	: Indian
Language Known	: English, Hindi, Telugu

DECLARATION:

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

Kondal.P

Handwritten signature and date:
 20/05/2018
 Kondal.P