## SASIDHAR KOVURU (Shashi)

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## Highlights

A dedicated and highly skilled IT Support Specialist with 15+ years of experience in providing IT technical support and services. Seeking to leverage my expertise in problem-solving and communication skills to contribute to the success of your esteemed organization.

**Certifications**

* MCP
* ITIL Foundation Certification
* HDI

## Technical Skills

## Awareness of basic networking concepts and technologies.

* Proficient in ADUC (Active Directory).

## Proficient in network connectivity troubleshooting, TCP/IP, Dial-up, Token Ring, Ethernet, LAN/WAN

## Understanding of operating systems, Windows/MAC/Ubuntu – configuration options and Troubleshooting.

* Knowledge of basic commands of Red Hat. Configuring and troubleshooting MFU, NX Client, OVDC (Oracle virtual desktop client), and Linux view.
* Has basic knowledge of VMware, Cloud computing and Symantec Netbackup Client.

## Ability to identify basic hardware parts and awareness of basic hardware concepts like changing parts of Laptop and desktop.

## Thorough knowledge with Outlook email client.

* Apple/MAC OS deployment and configuration.
* Knowledge about SCCM, LDAP.
* Configuration of corporate email on any mobile platform like iOS/Android/Windows.
* Knowledge about MDM clients like JAMF, Airwatch.
* Network/Standalone printer configurations and basic troubleshooting.
* Working on monitoring tools like CA and responding to alerts.

***Customer Service Skills***

* Excellent problem-solving and communication skills
* Ability to work independently and as part of a team

## Has technical experience and skills in the areas of problem determination, analysis and troubleshooting.

## Worked for BPO’s, KPO’s, IT customer support profiles and also field support.

## Very strong computer skills required for handling incident management.

## Resolve customer problems or route customer problems to appropriate resolver groups within set criteria.

## Ability to meet a set of defined account/agent productivity measurements.

## Be able to identify opportunity for, and implement process improvements.

## Proficient in communications – verbal and written with neutral accent.

## Advanced soft skills and call control as appropriate for an internal corporate IT helpdesk.

## Possesses strong customer service skills with ability to balance technical support, written / oral communication and customer satisfaction.

## Questioning skills- probing skills, as relevant to the issue and level of the caller

## Educational Credentials

* Bachelor’s degree in Computer Science from Osmania University, Hyderabad, Sep 2002.

## Work Experience

* Working as IT Engineer in Qualcomm India, from 23rd May 2011 till Oct 24th 2024
* Worked as Technical Support Associate in IBM India, Hyderabad from 17th Nov’09 till 03rd May’11
* Worked as First Level Associate in Wipro BPO, Hyderabad from 16th Aug’07 till 20th Aug’08.
* Worked as a Customer Support Executive in Muscle soft Solutions (Nov, 05)
* Worked as a Voice Support Officer (VSO) in Knoah Solutions for 10 months (Oct, 04 – Aug, 05)
* Worked as a Call Center Executive in Swift Solutions for 14 months (Aug, 03 – Oct, 04)
* Worked as Purchase officer in The Central Court Hotel, Hyderabad for 6 months in 2003.

**ITSD/DFS @ Qualcomm-India**

**Working as IT Engineer for BDC DFS**

My roles as DFS (Desktop filed Service) technician are

1. The DFS function is one primarily focused on end-point support (Desktop, Notebook, Monitor, Printers and Phones both mobile & fixed).
2. **Boots on the ground**
3. IT Service center frontline support
4. Lab support – Configuring and Deploying lab hosts and monitors, also addressing IT issues related to existing lab IT Hardware.
5. Working on Tech refresh, NERF, TERM, TERF
6. Enabling Qualcomm activities like AHMs, QBuzz, and other BDC location celebrations by providing laptops and Wifi dongles
7. Lab moves and Workstation moves
8. New Lab bring-ups
9. Working with vendors for IT Hardware part replacements
10. Work closely with the various IT service owners to deliver, maintain, and address customer issues

Worked as IT Support Analyst, Senior at Qualcomm India.

My role as Senior Analyst:

* This is a role of SME commonly used in service industry.
* Updating the team of schedule maintenance of any servers, tools that will impact the service desk.
* Creating Outage tickets and working with resolver groups to make sure we have all the tickets logged and tracked.
* Creating alerts for Outages and scheduled maintenance on the Qualcomm home page for Global view.
* Sending emails to communication affected parties about upgrades, scheduled downtime of tools, servers etc.
* Also updating the IVR of IT Customer Service contact number for major outages.
* To update Knowledge base of the process with appropriate updates.
* Encourage the team to send in their feedback and updates for the KB article posted.
* Taking the ownership of the updates or feedback. Accepting or rejecting them after testing or confirmation from appropriate resolver groups or affected parties.
* Preparing agenda for weekly team meeting. Also documenting and sending out Minutes of the meetings.
* To be a co-ordinate between the analysts and other resolver groups.
* Approving the tickets that need to be escalated to other resolver groups.
* Training new joiners.
* Implement Quality into the day-to-day operations by monitoring Calls, Emails and Chats
* Creating monthly performance reports for Calls handled, Email handled and Chats handled.

**Project # ATT @ IBM-India**

Worked as Remote desktop specialist for AT&T(Desktop Services Helpdesk) at IBM.

Duration: 17th Nov’08 till 03rd May’11.

My role as Desktop service specialist:

* Over 2 years of experience in technical process(IT helpdesk)
* Creating the user profiles/domain on the Active Directory (Platform -Windows Server 2003).
* Monitoring the Servers related to printers, MS Exchange, Veritas Backup and also create the L2 ticket and escalate in case of outage.
* Managing hundreds of servers and desktops from the central location.
* Define the Group Policies that determine how applications and operating systems are configured and keep users and systems secure.
* Installation and troubleshooting issues related to software using remote desktop connection
* Usage of tools like Tivoli remote control, RAutil, Active Directory, Print server utility, Admin tool and Wintel based server tool for diagnosing the client’s issues.
* Configuring the Microsoft outlook with personal exchange mailbox, group mailbox of similar and different domains .Engaging the server team incase if the issue is with the exchange server for further investigation.
* Troubleshooting issues related to Microsoft outlook like PST’S, Calendars, out of office assistant, Rules, Enterprise Vault, Digital Certificates etc…
* Troubleshoot and analyze issues related to the network printers like deleting the print q jobs from the print server, hard coding the correct ip address of the network printer in the print server, uninstalling and reinstalling the print drivers etc.
* Configuring and troubleshooting different types of the network connections like LAN, WLAN, and Cellular Broadband.
* Configuring and troubleshooting issues related to the VPN.
* Sending the ticket to the field technician if the issue is not resolved even after all the required troubleshooting is done or if it is determined to be an issue which is only fixable by a technicians visit. Manage DSH-QC mailbox, Vantive (ticketing tool) Q for all unsatisfied clients and unresolved issues for closure with satisfaction.
* Meeting CSAT, FCR over 90%
* Stack ranked below 5 for four consecutive months.
* Provide and welcomes constructive, meaningful and timely documentation of calls taken.
* Implement Quality into the day-to-day operations.
* Adherence to processes.

**Project # HP @ WIPRO**

Worked as Remote Technical Support Specialist for HP laptops

Duration: Aug 16th 2007 till Aug 20th 2008.

My role as Remote Technical Support Specialist**:**

* 1 year of experience in technical process(IT helpdesk)
* Provide on Call support to clients over phone for issues like Hardware issues (Laptop), Network issues, applications like MS Office.
* Troubleshooting Internet explorer issues
* Documentation of calls taken using tools like ASTRO.
* Create well documented tickets for resolver groups for hardware replacement.
* Implement Quality into the day-to-day operations.
* Adherence to processes.

**Project # Sales @ Muscle Soft solutions**

My role as an Executive:

This is an outbound sales process. This includes only one product. The product is a Website that gives the current US stock market and indices for the day.

Contact the users from the list provided and sell the website and its benefits and close the call appropriately.

**Project # ATX @ Knoah Solutions**

Worked as a Voice Support Officer (VSO) in Knoah Solutions for 10 months (Oct, 04 – Aug, 05)

My role as Voice Support Officer:

* ATX is an Excel based software used by Tax consultants for filing Tax returns of their users. This is an E-filing software.
* Answer the calls promptly and create appropriate ticket for the issue.
* Check the resolution work bench and provide the solution.
* Provide support for machine Operating System issues, MS Office related issues and Network connectivity issues.
* Provide support for application issues as this involves mostly excel issues.

**Project # Executive @ Switft Solutions**

Worked as a Call Center Executive in Swift Solutions for 14 months (Aug, 03 – Oct, 04)

My role as executive:

**Project # Purchase Officer @ Central Court Hotel**

Worked as Purchase Officer for 6 months.

My role as Purchase Officer:

* Maintain day to day Inventory of the Store.
* Placing timely orders for a wide variety of items in the store.
* Computerize inventory and bills on a daily, monthly and half-yearly.

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# Development Programme’s Attended

***Developing Self-Excellence*** *– A Programme which gives u the knowledge and focus on developing ourselves and how to present myself in team and various methods of being together with the team members and having a thorough bonding and understanding the team responsibilities.*

***Presentation Skills Workshop*** *– A programme, which gives the best knowledge of preparing and presenting the Training programmes, Subject matter Training, Process related Presentations and Presenting the Reports and Pitches.*

***Conference Calls Essentials*** *– This programme is designed to give us the necessary information on how to handle the Conference Calls and methods of conveying the correct and right message and speaking skills and basic knowledge of Do’s and Don’ts on the Call.*

***E-Mail Writing Essentials*** *– This programme is gives the knowledge of how to communicate through mails, as we are required to be in touch with the US Customers and as Customer Satisfaction is the utmost priority, this helps us to communicate with our clients and customers in a proper way.*

***Team Leading Essentials*** *– This programme is designed for the Team Lead who is leading a group of team members. This specially teaches how to maintain the difference opinions and ideas of the other team members and have a common understanding. Motivating the team members and helping them to perform and deliver the best. Team bonding by organizing team gatherings, feedback sessions within the team and giving them a supporting hand to develop themselves.*

***Personal details:***

***Father’s Name :*** *K.S.N. Murthy*

### Languages Known : Reading/Writing & Speaking - English, Hindi & Telugu

#### **Favorite Pastime** : Netflix and X

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