JAMPANI MALLIKARJUNA RAO

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CAREER SUMMARY

Seasoned IT support professional with over 4.11 years of experience in delivering end-user assistance, implementing server solutions, and providing network support. Proficient in troubleshooting Windows servers, monitoring Linux servers, managing routers and switches, and handling Active Directory, DNS, and DHCP.

PROFESSIONAL EXPERIENCE

System Engineer at Mobily Infotech India Pvt. Ltd.   **May 2023 to till the date**

- Manage Active Directory, DNS, DHCP, and Group Policy.
- Utilize IT ticketing tools to handle end-user requests, incidents, and change requests, ensuring resolution within the SLA period.
- Maintain documentation for system configurations, processes, and procedures.
- Manage backup processes to ensure data is regularly backed up.
- Administer domains and audit user permissions across platforms while providing user support and ensuring compliance with regulations and policies.
- Managing and implementing firewalls, Switches and routers and create web&applications based policies.
- Maintain Windows servers and monitor the health of Linux servers, including documentation.
- Update antivirus software on all machines to safeguard against vulnerabilities and threats.
- Manage user accounts and groups in Active Directory.
- Maintain network maps within the organization.
- Set up user accounts and workstations.
- Provide onsite and remote support.
- Develop, maintain, and monitor backup procedures using the backup server.
- Document all servers and network infrastructure.
- Oversee computer security and manage anti-virus updates.
- Handle IT ticketing tool tasks for incidents and service requests, ensuring tickets are closed within the assigned SLA.
- Manage IT asset inventory and ensure accurate tracking of all IT-related items.
- Vulnerability management.

System Admin(L2) at Expert Callers Pvt. Ltd.   **Jan 2021 to April 2023,**

- Troubleshoot and resolve internet and system issues.
- Expertly configure and administer Windows Server 2012 R2 and 2019.
- Manage network infrastructure effectively.
- Oversee antivirus software management.
- Manage backup processes to ensure data is regularly backed up.
- Handle firewall management, including maintaining and updating firewall policies.
- Manage ISP bandwidth within firewall configurations.
- Work with Active Directory, DHCP, and DNS.
- Develop and maintain a knowledge base for issue resolution and share it with the team.

- Resolve issues related to Windows operating systems with expertise.
- Deploy group policies across users, organizational units (OUs), and computers.
- Create and manage users, groups, and domain infrastructure.
- Maintain the shared drive server.

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- Maintain the shared drive server.

- Resolve tickets within the specified tech SLA period.

Technical Courses:

- Windows servers
- CCNA (A+ and N+)

EDUCATIONAL EXPERIENCE :   Jun 2016 to May 2019

Electronics & Communication in B. Tech KHIT (JNT University of Kakinada), Guntur

INDUSTRIAL TRAINING: Jun 2015 to Nov 2015

BSNL, Vijayawada

SOFT SKILLS:

- Problem solving
- Decision Making
- Leadership
- Customer Service
- Good Communication

PERSONAL INFORMATION:

Name   : Jampani Mallikarjuna Rao
Gender   : MALE
DOB   : 02-09-1997
Languages known   : English, Telugu
Current Address   : 1st stage BTM,
Bangalore,560068
Permanent Address : chilumuru,Kolluru,Tenali, Andhra Pradesh