

EDUCATION

- Diploma in Electrical and Electronics Engineering (EEE), 2019
- 10th from Pragathi Composite School, Sagar, 2013

CORE COMPETENCIES

- IT Asset Management
- System Integration Strategies
- Networking
- User Support Services
- Data Backup Solutions
- Hardware Maintenance Techniques
- IT Infrastructure Management
- Technical Documentation Practices
- Cloud Computing Fundamentals

CERTIFICATIONS

- Microsoft Azure AZ-900, 2024

PERSONAL DETAILS

Date of Birth: 28-12-1996

Languages Known: Kannada, English

Present Address: Banashankari, Ittamaradu, Bangalore, 560085

Executive Summary

- With over 3 years of in-depth experience in IT support, focusing on system administration and troubleshooting, which has contributed to improving operational processes within the technology industry.
- Function as a System Engineer at Utthunga Technologies Pvt. Ltd., monitoring a variety of IT support responsibilities that guarantee smooth operations and high levels of user satisfaction through problem-solving and system upkeep.
- Developed and maintained comprehensive technical documentation for IT processes and procedures, ensuring that knowledge transfer and training for team members were streamlined and effective.
- Demonstrate outstanding communication skills that encourage teamwork and collaboration, while spearheading initiatives aimed at cultivating a supportive workplace culture and achieving shared goals.
- Showcase expertise in administering Active Directory, encompassing user account creation and deletion along with Group Policy configuration, which has optimized user management workflow and bolstered system security.

Work Experience

Utthunga Technologies Pvt. Ltd., Bangalore as System Engineer

March 2021 - June 2024

- Spearheaded the installation and configuration of various operating systems, including multiple versions of Windows and Linux, ensuring optimal performance and user accessibility across the organization.
- Executed comprehensive troubleshooting for both hardware and software issues, providing timely recommendations for upgrades and configurations to enhance system functionality and user satisfaction.
- Managed the resolution of help desk tickets for over X users monthly, employing effective communication and technical skills to address and resolve user concerns promptly.
- Delivered exceptional on-phone and online support to users, ensuring that technical issues were addressed effectively, thereby minimizing downtime and enhancing productivity.
- Monitored the installation of printer software and facilitated user access to printing resources, streamlining operational workflow and improving overall efficiency.
- Conducted routine maintenance on Microsoft Windows systems, including dual booting and updates, to ensure that all systems remained secure and up-to-date.
- Administered the configuration of Active Directory, including user account management and Group Policy settings, which enhanced security and streamlined user access protocols.
- Implemented virtual environments using VMWare VirtualBox and VM Players, deploying various operating systems to support testing and development initiatives.
- Experienced in synchronization and troubleshooting within Office 365 applications, ensuring seamless integration and efficient problem-solving.
- Implemented a POC for Accops Virtual Desktop Infrastructure (VDI). Demonstrated the feasibility and benefits of using Accops VDI for secure and efficient remote access solutions.