

Technical Support Engineer
A.Venkata Sambasiva Rao

Mallampet, Hyderabad, Telangana,

500090.

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Experience Summary:

- Diligent Technical Support Engineer with 4+ years of experience providing technical support for various computer, system and office equipment. Balances priorities while quickly solving issues to strengthen business processes and performance.
- Hands on experience in trouble shooting, installation, Maintaining of IT Infrastructure, PC's, Desktops, Laptops, Networking.

Educational Details:

- Bachelor of Technology, ECE, JNTU Kakinada University, February-2014 with 60%.
- Intermediate in MPC, Board Of Intermediate Education, March-2010 with 63.8%.
- SSC, Z.P.High School, May-2008 with 67%.

Technical Skills:

- Basic Network troubleshooting.
- Routers, Access points, P2P devices and Switches installation, configuration.
- Printers installation and configuration.
- OS : Windows 7/8/10.
- H/W & S/W Trouble Shooting.
- Security cameras installation and configuration.

Work Experience:

Worked under ENRICH AIM pvt ltd as SENIOR TECHNICAL SUPPORT ENGINEER from Nov 2016 to till now

- Research and identify solutions to software and hardware issues
- Diagnose and troubleshoot technical issues, including account setup and network configuration
- Ask customers targeted questions to quickly understand the root of the problem
- Track computer system issues through to resolution, within agreed time limits
- Talk clients through a series of actions, either via phone, email or chat, until they've solved a technical issue
- Follow up with clients to ensure their IT systems are fully functional after troubleshooting

- Document technical knowledge in the form of notes and manuals
- Windows OS installation.
- Troubleshooting Desktop, Laptop, Printer and Router issues.

Personal Profile:

- Name : A.Venkata Sambasiva Rao
- Date of Birth : 05-JUL-1991
- Marital Status : Single
- Languages Known : Telugu and English

Declaration:

I am confident of my ability to work in a team. I hereby declare that the information
Furnished above is true to the best of my knowledge.

Place:

(A.V.SAMBASIVA)

Date: