

# RESUME

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## OBJECTIVE

To obtain a position as a Desktop Support Engineer with Atech utilizing software, hardware and troubleshooting experience in order to provide the company with a solid IT support.

## TECHNICAL SUPPORT SKILLS

- **Operating Systems:** Windows XP, Win7, Windows 8, Windows 10, Mac&Linux
- **Application:** Microsoft Office 2016, 2017 (Word, Excel, Power Point, Outlook)
- Trained **Hardware and networking** from Jet king Institute.
- **Hardware and Networking :**
  - Assembling and troubleshooting of hardware devices.
  - Installation of all **Microsoft Windows Series** (Win7, Win8, Win10, Server 2008, 2012.).
  - Microsoft Windows maintenance, dual booting, updating antivirus, updating windows.
  - **MS outlook** configuration, backup, restore and troubleshooting.
  - Disk Management, Partitions, Folder sharing, Access Permission
  - **Printer and scanners** installation and troubleshooting.
  - Modem configuration and Data Cards installations.
  - Basic networking, Configuration of **TCP/IP** setting.
  - Remote desktop and remote assistance.
  - Cabling and LAN troubleshooting.
  - Installing and configuring windows server Active directory.
  - **DHCP** (Dynamic Host Configuration Protocol), **DNS** (Domain Name Service).
- Familiar with maintenance and management of new assets installation/inventory
- Supporting all Active Directory, creating and reset/unlock account
- Configuring and managing PST&OST in outlook
- Supporting Users Remotely by RDP accessing their systems to troubleshoot
- Checking anti-virus and windows update to avoid compliance issues
- Working on ITIL standards using ticketing tool by closing TT on severity

## WORKING EXPERIENCE

- Working at amazon.in as IT support engineer from Jan 2018 to till date.

## RESPONSIBILITY

- Troubleshooting, assembling and disassembling of hardware devices.
- Installing Microsoft Operating system, updating and maintenance.
- Configure, backup and troubleshooting of outlook.
- Provide technical solutions and troubleshooting services on need basis.
- Basic LAN/WAN connectivity and internet troubleshooting.
- Supporting the following technologies Microsoft Office products- Outlook, word, excel, power point, Internet Explorer, visual studio, SQL server & asset inventory.

## EDUCATIONAL QUALIFICATION

- Completed B.Tech **(CSE)** from Ashok Institute Of Engineering and Technology
- **12th** from Sri C.V. Raman Junior college
- **10th** from St. Ann's High School

## PERSONAL DETAILS

Name	:	Mallela Teja
Mail id	:	mallela.teja4398@gmail.com
Contact no	:	9618452167
Current company	:	Amazon.in
Total experience	:	3 year 1 months
CTC	:	2.5 LPA
Expected CTC	:	3.5 LPA - 4 LPA

## DECLARATION

- I declare that the above facts given by me are true to the best of my knowledge and belief.

Date: 02/02/2021

MALLELA TEJA