

**Basalinga E**

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## Career Objective

An energetic Desktop Support Engineer carrying 1.5 years of experience in IT industry, a quick learner and keen explorer looking for an opportunity to work in an Industry which provides a steady career growth alongside challenges, where I can utilize my skill sets coupled with experience to convert organizational goals in to reality.

## EXPERIENCE DETAILS

**Payroll:** CMS IT Services, Bangalore.

**Client:** Toshiba Software India Pvt Ltd, Bangalore.

**Duration:** 1 Year 5 months (Oct 2018 to Mar 2020)

**Role:** Desktop Support Engineer

## TECHNICAL SKILLS

- **Technical Support Services:** Providing technical support via telephone and email requests from internal users for all PC hardware, software and associated peripherals. Installation and performing minor repairs to hardware, software and peripheral equipment as per installation specifications, setting up PC for employee use, performing & ensuring proper installation of Linux/Windows operating systems and appropriate software.
- **Tier II Support:** Redirecting or escalating major hardware or software problems or defective products to vendors or technicians for service. Liaising with various teams of professionals for resolution of technical issues and establishing a good work relationship with users and other professionals in the domain of support
- **Server Support:** Active Directory Infrastructure (AD), Group Policy – Permissions, DNS, DHCP
- **Network Support:** Support, Proxy, Internet Connectivity issues.
- **Security Solution:** PGP, McAfee Antivirus Corporate Edition and Symantec EndPoint Encryption.
- **Mail Server :** Microsoft Exchange Server 2010/ 2007/ (POP3 Configuration)
- **Operating Systems :** Microsoft Windows Servers – 2012/2008/ Microsoft Windows Client OS – Windows 10/ Windows 8/Windows 7

## EDUCATION DETAILS

- **Bachelor of Engineering (ECE)** with **62%** (2015-2018) from RNS Institute of Technology, Bangalore
- **Diploma** in Electronics and Communication Engineer. Graduated in the year 2015 from GPT Kalagi, Kalaburagi with 69%
- **ITI** (Electrician) graduated in the year 2011 from Govt. ITI Jewargi, Dist. Kalaburagi with 79%
- **SSLC** from Govt. High school Honagunta Dist Kalaburagi with 72% graduated in the year 2009

## PROFESSIONAL EXPERIENCE

- Managed a team of four IT Support Engineers at different location for standby support.
- Configured systems with Windows 2012 AD and Exchange server 2010.
- Making sure engineers at different location should be able to login to client PC send and receive mails.
- Develop training materials, procedures & assist in the compilation of the IT Support Centre's technical documentation, guidelines and ensure they are disseminated to existing users as well as new hires.
- Co-ordinated with CMS vendor team for migrating domain, exchange and E-helpline server in Toshiba software India Pvt Ltd.

### Roles and Responsibilities:

- Manage Customer escalation calls.
- Troubleshooting technical issues related to OS Windows/Server/Linux Systems.
- Handling tickets/requests.
- Applying patches/upgrades to maintain security level.
- Creating Documentation of any planned activity.
- Installing, configuring, managing, and maintaining Windows server systems e.g. Windows Server 2012, Windows Server 2008 & Linux.
- Creating and maintaining user and group Accounts, deleting unused accounts and implementing group and user account policies.Processing backup activity as per schedule.
- Installing and configuring Windows 2012 Active Directory Service.
- Installations and updating of Anti-Virus.
- Troubleshooting Linux basic issues

## PERSONAL DETAILS

Father Name: Erappa T

DOB: 5th June 1993

Languages known: Kannada, English, Telugu & Hindi.

Address: S/o Erappa At Post-Honagunta Tq: Shahabad Dist: Kalaburgi

### Declaration:

I assure you that the information given above is true to the best of my knowledge and belief. If provided an opportunity, I will utilize it with all my determination to be a committed professional dedicated to the cause of the organization.

Place: BANGALORE

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