RAJASEKHAR REDDY Y

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Summary

Skilled and experienced of 7Years+ in navigating complex technical environments with a solid background as a Computer User Support Specialist. Possess strong troubleshooting capabilities and adept at providing solutions to enhance system functionality and user satisfaction. Demonstrated ability to communicate effectively with users, ensuring understanding and proper use of software and hardware. Resourceful professional in technology support, known for high productivity and efficient task completion. Possess specialized skills in troubleshooting, software installation, and system configuration etc. Excel at communication, problem-solving, and adaptability, ensuring seamless tech support experiences.

Skills

- Azure Cloud Management
- Windows Server Support
- System Management
- Patch management: ManageEngine
- Active Directory User Management
- Experience with Microsoft O365
- Application Assistance
- Efficient Server Administration

- Skilled In Virtualization Platforms
- System Analysis and Repair
- Software Update Management
- ITIL Best Practices Knowledge
- Escalation management
- Incident Response Management
- Flexibility
- Collaborative Teamwork Skills

Experience

Sr IT Specialist   **08/2020 to Current**

Blue Yonder (JDA) India PVT LTD

- As a system administrator, I delivered seamless support to end users on various requests and incidents.
- Deliver assistance using various communication channels.
- Set up and managed Windows Server environments (2008/2012/2016/2019/2022).
- Initiated decommissioning of virtual machines and physical Blade servers as necessary.

- ➢ Handled administration of Active Directory encompassing user and group settings.
- ➢ Address challenging Windows Server problems such as performance slowdowns, device breakdowns, and human mistakes.
- ➢ I am skilled at managing and configuring DNS, DHCP, and FTP.
- ➢ Experienced in managing TCP/IP networks, VLAN configuration, firewall settings, and load balancing.
- ➢ Administered the implementation of patches, updates, and security configurations via Manage Engine for a network of above 2000 servers.
- ➢ Investigated and resolved user-reported errors.
- ➢ Experienced in handling diverse server infrastructure.
- ➢ Handled hardware failures and managed vendor communications for quick resolutions.
- ➢ Coordinated swift resolution of urgent requests.
- ➢ Set up virtual machines and managed storage environments.
- ➢ Handle VMotion, sVmotion, snapshots, and cloning for effective resource management.
- ➢ Upgraded VM tools and hardware versions, ensuring compatibility.
- ➢ Extensive experience in utilizing High Availability (HA) and Distributed Resource Scheduler (DRS).
- ➢ Drafted detailed process documentation for future use.
- ➢ Engaged in knowledge-sharing sessions.

System Administrator   01/2020 to 08/2020

Techgene Solutions

- ➢ Installation, configuration, and administration of Windows 2008/2012,2016 Servers
- ➢ Creating and Managing User Accounts
- ➢ Checking the Event logs for performance issues
- ➢ Configuring and managing DHCP, DNS
- ➢ Creating and Managing User accounts
- ➢ Troubleshooting LAN Connectivity related problems
- ➢ Taking Backups and Troubleshooting Systems
- ➢ Deploy Patches for Windows update
- ➢ Assigning Folder Permissions to users
- ➢ Installing patches on Windows Server 2003, Windows Server 2008 R2 and 2012 R2
- ➢ Maintained security upgrades for installed software

System Engineer   08/2018 to 11/2019

DXC Technology

- ➢ Provides technical support and customer service directly to end users through ticketing system and periodically through screen sharing other administration duties as assigned
- ➢ Responsible for maintaining the network & troubleshooting the network related issues
- ➢ Responsible for Sharing, maintaining & troubleshooting network printers
- ➢ Responsible for monitoring whether all the components are available for successful communication
- ➢ Responsible for Second-level support for all Desktop & Software related issues
- ➢ Responsible for troubleshooting Microsoft windows issues
- ➢ Troubleshooting of email client (Level 2/3) like Mozilla Thunderbird and MS Outlook
- ➢ Inventory and Asset Management

System Engineer   09/2017 to 08/2018

NSEIT Pvt. Ltd

- ➢ Setups complete Lab for Exam
- ➢ Installation of windows 7,10 and Windows Server 2008R2
- ➢ Configure Admin Machine, Proxy Machine & Testing Machine with all software
- ➢ Configure Domain, IP Address, proxy IP
- ➢ Installation Software, Biometric
- ➢ Also give remote support to all zones if any troubleshooting comes
- ➢ Installation and Troubleshooting OS (Windows 10 & 7)
- ➢ Configure and Troubleshooting outlook related Issues
- ➢ Troubleshooting all kind of hardware, network, and software Issues
- ➢ Asset & Inventory

Education

Bachelor of Technology: Computer Science 2015

Abhinav Hitech college Of Eng & Tech affiliated to JNT University

Certifications

- ITIL4 Foundation, 2263777
- Microsoft Azure Administrator Associate, 1423-8896
- Microsoft 365 Administrator Expert-MS-102
- MTA, G102-2030

Personal Information

Date of Birth: 03/01/1994

Nationality: Indian

Location: Hyderabad

Marital status: Married

Languages: English, Hindi, Telugu, Tamil

I Hear declare that above mentioned information is true to the best of my knowledge.