

# Curriculum vitae

KarthikGaddeGowda T G  
C/O Shivalingaiah L  
Thandasanahalli Village  
Mandya Taluk and District  
Karnataka State -571401  
Phone: 7975850113/8884279923  
Email:karthikmandya188@gmail.com

## OBJECTIVE

To make a position in the corporate world and work enthusiastically in a team that works towards the growth of organization.

## PROJECTS

✂ **Design And Implementation of Reconfigurable Microstrip Patch Antenna In order to achieve Efficient performance and to minimize miniaturizing effect.**

## EXPERIENCE

From Nov 2015 To Till Date

### 1) **Worked as a System Specialist at HCL Technologies Pvt Ltd from January 2022 to December 2022.**

- Providing technical support on installing and configuring the New systems and OS corrupted systems for field engineer by clearing all compliances.
- Printer/Scanner installation and trouble shooting of USB/Network and Wireless printers.
- Performing troubleshoot steps for Desktop/Laptop oriented issues and Windows and Linux OS.
- Installing Operating systems Windows 7, windows 8 and window 10, Linux Rhel on server.
- Troubleshooting Linux, User and group management, creating Linux user accounts and reactivating Linux accounts and add user to Linux group.
- Knowledge on applications like Mobaxterm and puty Xrai engines.
- Troubleshooting hardware problems and resolving the issue ASAP by Logging calls with Service provider for the Warranty calls.
- Configuring & troubleshooting Windows Live Mail and MS-Outlook.
- Managing Incidents and Requests based on the priority by handling Ticketing Tool and SLA management.
- Installation, Configuration and Administration using Remote Desktop(RDP), Tight VNC, SCCM and Bomgar Representative tool.
- Responsibility for documenting the configuration of the system.

## INTERNSHIP TRAINING

2015(June-Nov)

### INFRASTRUCTURE MANAGEMENT AND SERVICE

Coursework included Networking –LAN setup, Internetworking device configuration, Computer hardware assembling, disassembling and troubleshooting, Installation of Operating Systems-Windows Client as well as Server Operating System.

## EDUCATION

(2011 – 2015)

### BACHELOR OF ENGINEERING ELECTRONICS AND COMMUNICATION

**Aggregate: 61.72%**

**University-**Visvesvaraya Technological University

#### College-

Sri Dharmasthala Manjunatheshwara Institute of Technology,Ujire,DakshinaKannada District.

(2009 - 2011)

### PRE UNIVERSITY COURSE

PCMB

**Aggregate: 63.16%**

**College :** St.Philomena PU college, Puttur

(2008-2009)

### SCHOOLING

**Aggregate: 79.68%**

**School :** Sri Venkateshwara Vidya Nikethan High School , Holalu, Mandya.

2). Worked in Client location as a System Administrator (Team leader for Oncall Team) Wipro Infotech Pvt Ltd, Chennai from October 2019 to December 2021.

#### Roles:

- Providing technical support on installing and configuring the New systems and OS corrupted systems for field engineer by clearing all compliances(Hostname Verification, SCCM Client Installation and Lan Sweeper).
- Printer/Scanner installation and troubleshooting of USB/Network and Wireless printers.
- Performing troubleshoot steps for Desktop/Laptop oriented issues.
- Installing Operating systems Windows 7, windows 8 and window 10.
- Troubleshooting hardware problems and resolving the issue ASAP by Logging calls with Service provider for the Warranty calls.
- Configuring & troubleshooting Windows Live Mail and MS-Outlook.
- Managing Incidents and Requests based on the priority by handling Ticketing Tool and SLA management.
- Installation, Configuration and Administration of Remote Desktop using SCCM and Bomgar Representative tool.
- Responsibility for documenting the configuration of the system.

## Activities

- ☞ Participated as a Volunteer in **CRT(Conference on Research of Future Technology)** on 27<sup>th</sup>& 28<sup>th</sup> September 2013.
- ☞ Attended workshop for Foundation Program under the **aegis of Infosys Campus Connect Program** at our institution.
- ☞ Attended workshop on **Advancement Of Robotics** organized by **Robo sapiens Technologies Pvt. Ltd.**

## Interests

- Photography & Love to edit photos.
  - Travelling and Trekking with friends.
  - Playing TableTennis, Football, Cricket Carrom and Running(Athletics).
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- Got 1st place for 14KM Marathon event held by Rotary Club Mandya in 2009-2010.
  - Participated in State level Throw Ball tournament in 2009-2010.
  - Got 1st place for 5KM Marathon event held during College Sports Day in 2011-2012.
  - Got 2nd place in 9KM Marathon event held during “Rashtriya Ekatha Dina” in 2015-2016 .
  - Got 2nd place in 12KM Marathon event held during “World Skill Day” in 2015-2016.

**3). Worked in Client location (RANE Madras Limited) as a Facility Management Engineer (System administrator), at Wipro Infotech Pvt Ltd, Mysore from December 2016 to October 2019**

### Roles:

- Installing of Windows XP, Windows Vista, Windows 7, windows 8 and window 10.
- Troubleshooting hardware problems and resolving the issue ASAP by Logging calls with Service provider for the Warranty calls.
- Configuring & troubleshooting on Windows Live mail, G-mail and MS-Outlook.
- Managing Incidents and Requests based on the priority by handling Ticketing Tool and SLA management.
- Installation, Configuration and Administration of Remote Desktop using TightVNC Tool
- Printer/Scanner installation and trouble shooting of USB/Network and Wireless printers.
- Taking care of all assets and its Warranty/AMC, Making sure of its working and software updates
- Responsibility for documenting the configuration of the system

## TECHNICAL SKILL

- **Tools Used:**

- SysEdge for Network alert monitoring,
- Service desk monitoring tools like WCCC, One Force, ZOHO(Wipro Portals) and BMC Remedy.

- **Hardware Skills:**

- Computer assembling and maintenance.
- Troubleshooting hardware and software problems
- Installing and configuring the peripherals, components and drivers.

- **Windows Technical Skills:**

- Installation of Windows 7, windows 8 and windows 10.
- Server installation/configuration, maintenance & troubleshooting
- File and Disk Management.
- Printer installation and troubleshooting of USB/Network and Wireless printers.

## 4). Worked as Network Engineer (L1) in the Network Domain at Wipro Infotech Pvt Ltd, Mysore from November 2015 to December 2016.

### Roles:

- Monitoring network alerts and make a note of it with logging incidents with Service provider (SP).
- Troubleshoot branch remotely, Logging call with SP on higher priority and escalating to Vendors to restore the link ASAP.
- Maintenance of Network, Day to day troubleshooting.
- Troubleshooting network & hardware problems.
- Guiding user to perform basic level troubleshooting steps to resolve the issue based on their concerns.
- Validating allocated engineer to raise required hardware indent to resolve the issue.

## Personal Information

Name : KarthikGaddeGowda T G  
Date Of Birth : 16<sup>th</sup> July 1993.  
Father Name : Gopala Gowda  
Mother Name : S.Rathnamma  
Nationality : INDIAN  
Languages : Kannada, English and Hindi.

### Declaration:

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I hereby declare that the above furnished information is true and correct to the best of my knowledge and belief.

**Date:**

**Place:** Chennai

**KarthikGaddeGowda T G**

