RAVI TEJA MALISHETTI

IT Support Specialist | Desktop Support | Technical Troubleshooting

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SUMMARY

Proactive and certified IT Support Specialist with hands-on skills in troubleshooting hardware, software, networks, and user issues across Windows and Linux environments. CompTIA A+ and Google IT Support certified with experience using ticketing systems like ServiceNow and Active Directory basics. Proven ability to resolve technical issues quickly, assist non-technical users, and manage multiple support requests in high-pressure environments. Strong foundation in IT support developed through technical certifications, projects, and transferable experience from customer-facing and logistics roles.

CERTIFICATES

- CompTIA A+ Certification (2025)
- Google IT Support Professional Certificate (2025)

SKILLS

Technical Skills

- Windows 10/11 Support, Basic Linux (Ubuntu/CentOS)
- Remote Troubleshooting (TeamViewer, RDP)
- ServiceNow, Jira
- Active Directory (Basic user management)
- TCP/IP, DNS, DHCP
- Basic Python & Bash Scripting
- Networking Tools (ipconfig, ping, tracert)
- AWS EC2 (Basics), OS Installation & Imaging
- MySQL (Beginner)
- Virtualization Tools (VirtualBox, VMware)

Professional Skills

- Clear Communication
- Analytical Thinking
- Documentation
- Time Management
- Customer Service
- Adaptability

TECHNICAL PROJECTS

IT Ticketing Simulation Lab

- Resolved mock tickets involving login issues, printer setup, and email configuration using a simulated ServiceNow environment (Windows 10, Remote Desktop, ServiceNow).
- Practiced documenting resolutions, prioritizing incidents, and following ITIL-style workflows.

Active Directory User Management (Home Lab)

- Set up a Windows Server VM and configured user accounts, password policies, and group permissions in Active Directory.
- Simulated onboarding/offboarding processes and basic troubleshooting for login failures and access rights.

PROFESSIONAL EXPERIENCE

Logistics Coordinator (Temporary), Sinalite, Canada   **Aug 2024 - May 2025**

- Implemented a digital error-tracking system using shared spreadsheets and macros to minimize order inaccuracies.
- Resolved internal support requests related to shipment errors and software issues using in-house ticketing tools.
- Assisted in updating barcode scanners and tracking systems, contributing to smoother device operations and uptime.

Concierge Security Guard (Part-time), CSF Security, Canada   **June 2022 - July 2024**

- Used access control and intercom software to manage daily operations and troubleshoot connectivity issues.
- Provided basic technical assistance to staff regarding system logins and display terminals.
- Logged user reports and escalated technical malfunctions, demonstrating attention to detail and documentation skills.

Customer Support Representative, Amazon, India   **Sep 2020 - Feb 2022**

- Delivered remote technical support for Alexa/Prime and app issues across iOS/Android, maintaining first-call resolution >85%.
- Guided non-technical users through password resets, setup, and troubleshooting processes.

EDUCATION

Post-Graduate Diploma in Project Management & Supply Chain Management
Conestoga & Canadore Colleges, Canada   2022 – 2024

B.Tech in Electronics & Communication Engineering
Joginpally BR Engineering College, JNTUH, India   2015 – 2019