

RAVI TEJA MALISHETTI

IT Support Specialist | Desktop Support | Hardware & Network Troubleshooting

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SUMMARY

IT Support Specialist with 4+ years of hands-on experience in technical support, hardware/software troubleshooting, Windows 10/11, Office 365, and remote connectivity. Certified in CompTIA A+ and Google IT Support, with a strong track record in incident resolution, ticketing systems, and end-user training across diverse environments.

SKILLS

Technical Skills

- **Operating Systems & Platforms:** Windows 10, Office 365 (O365), Microsoft 365, SharePoint, Remote Desktop Protocol (RDP), remote connectivity solutions
- **Support & Ticketing Systems:** ServiceNow, Jira, incident handling, problem identification, ticket management, logging and tracking, escalation procedures
- **Hardware & Software Support:** Desktop/laptop installation and maintenance, printer setup and configuration, PC hardware troubleshooting, peripheral support, imaging and deployment
- **Cloud & Virtualization:** Azure Virtual Desktops, Microsoft Azure, Amazon Web Services (AWS), EC2 instances, S3 buckets, IAM management
- **Networking & Connectivity:** TCP/IP, DNS, DHCP, Wi-Fi configuration, VPN connectivity, router setup, Ethernet and power cabling, remote diagnostic tools
- **Documentation & Knowledge Management:** Knowledge base article creation, desktop support procedures, asset management, user education and training.

Professional Skills

- Dependable, fast learner, clear communicator, strong follow-up, tech handoff & user training.

PROFESSIONAL EXPERIENCE

IT Support Specialist – Freelance Projects / Self-Directed

May 2025 – Present

- Standardized Windows 10/11 imaging and setup process, cutting device deployment time by 40%.
- Streamlined user access with Microsoft 365, Intune, and Active Directory, reducing onboarding issues by 50%.
- Resolved 50+ remote/on-site incidents via RDP and VPN with sub-1-hour average response time.
- Improved office network stability by configuring Wi-Fi, LAN, and VPN setups, reducing escalations by 30%.
- Built ticket workflows in ServiceNow and documented fixes, lowering repeat issues by 20%.

Logistics Coordinator (Contract) | Sinalite | Canada

August 2024 – May 2025

- Rolled out a digital data recording system to track LTL shipments for cost analysis, resulting in a 30% reduction in logistics supply expenses.
- Handled day-to-day troubleshooting of network issues, printer devices, and OLP software on the production floor for non-technical staff.
- Maintained daily operation logs and submitted reports to upper management, helping reduce repeated errors by 60%.
- Trained new employees on software usage, production processes, problem-solving, and provided hands-on support with packaging, sorting, and shipping.
- Coordinated procurement of equipment and selected cost-effective courier options, cutting procurement costs by 20%.

Customer Support Representative | Amazon | India

September 2020 - February 2022

- Delivered quality customer service through technical support for 200+ cases involving Fire Stick, Echo devices, and connectivity issues, achieving 95% customer satisfaction.
- Demonstrated expertise in remote diagnostic and problem resolution for various hardware and software issues
- Performed incident handling and problem identification for recurring device failures, building comprehensive knowledge base articles
- Provided user education and training to 5+ new team members on troubleshooting procedures, reducing onboarding time by 1 week

PROJECTS

IT Infrastructure Support & User Management Self-Directed Professional Development

- **Challenge:** Streamlined user onboarding processes and system administration in customer service-oriented IT environment
- **Solution:** Implemented comprehensive Windows 10 user management workflows including system setup, user education, and asset management procedures
- **Tools Used:** Windows 10, Active Directory, Office 365, Group Policy, network printers, ticketing systems
- **Results:** Established standardized onboarding/offboarding procedures, configured team-specific printer access, and created knowledge base articles for common support tasks

AWS Cloud Environment Learning Lab Personal Skills Development Initiative

- **Challenge:** Developed hands-on cloud computing skills to support modern AWS virtual desktop environments
- **Solution:** Created and managed AWS cloud resources including virtual machines, storage solutions, and connectivity configurations
- **Tools Used:** AWS, AWS Virtual Desktops, VPN connectivity, remote diagnostic tools, PowerShell scripting
- **Results:** Successfully deployed virtual desktop solutions, configured secure remote connectivity, and established proper cloud asset management practices

CERTIFICATES

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

EDUCATION

Post-Graduate Diploma in Project Management & Supply Chain Management

Conestoga & Canadore Colleges, Canada | May 2022 – January 2024

B.Tech in Electronics & Communication Engineering

Joginpally BR Engineering College, JNTUH, India | August 2015 – May 2019

ADDITIONAL INFORMATION

- Valid Ontario G-Class License
- Personal vehicle available for travel to job sites
- Available for full-time and immediate start
- Willing to relocate within Canada