



# ROHIT SAI YELLAMELLI

Rajahmundry India

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## SUMMARY

I have over 4+ years of experience in Desk Side Support and Network Infrastructure Field Service. I provide technical support, manage client network operations, and solve complex issues. Known for receiving positive client feedback, enables me to handle high-pressure environments effectively while maintaining productivity and professionalism.

## SKILLS

- Installing and configuring operating Systems
- Assembling hardware components
- Troubleshooting Hardware issues
- Backup and restoring data
- Configuring and exporting
- MS Outlook
- IP addressing
- OSI and TCP/IP models
- Networking Devices
- Color coding
- Installation and configuration of Centos
- Ubuntu
- Kali
- Managing users and groups
- Editing the Text Files
- Archiving and Copying Files
- Basic knowledge about Cisco routers
- Configurations
- Password setting in cisco routers
- Applying the static routing
- Dynamic routing (RIP, EIGRP & OSPF)
- Configuring ACL
- NAT
- Redistribution
- Switches with Turning V-Lan
- Port Security

## EXPERIENCE

**Infrastructure Field Technician** / Astreya Supporting Google

05/2023 - Current

- Installing, configuring, and maintaining IDF (Intermediate Distribution Frame) equipment and components
- Troubleshooting and resolving network connectivity issues in IDF locations
- Monitored IT use to maintain compliance with established processes, policies and guidelines
- Doing WIFI survey, Port checking, Hotspot survey requested by end-user
- Performing regular inspections and preventive maintenance of IDF equipment
- Managing and organizing cabling infrastructure, including patch panels, switches, and routers
- Conducting testing and verification of network connections and ensuring proper documentation
- Providing technical support to end-users for network-related problems and inquiries
- Collaborating with cross-functional teams to coordinate and execute infrastructure projects, upgrades, and expansions
- Monitoring and analyzing system performance, identifying areas for improvement, and recommending appropriate solutions
- Contributing to the development and enhancement of standard operating procedures for infrastructure management

**Desktop Support Specialist** / Astreya Supporting Google

02/2022 - 05/2023

- Provided authorized users with technical support and advice regarding proper use and functionality of equipment
- Removed malware, ransomware, and other threats from laptops and desktop systems
- Monitored system performance to maintain system integrity
- Maintained inventory of installed desktop hardware and software components to keep records accurate and updated
- Relocated and configured desktop computer devices and phones to facilitate office moves and new employee workstations
- Configured hardware, devices, and software to set up work stations for employees
- Collaborated with vendors to locate replacement components and resolve advanced problems
- Monitored systems in operation and quickly troubleshoot errors
- Walked individuals through basic troubleshooting tasks
- Installed new or upgraded hardware and software and coordinated installation and follow-up with user to achieve customer satisfaction

#### **Desktop Support Engineer / Crew Networks**

*09/2020 - 08/2021*

- Prioritized and fielded IT ticket requests, providing technical support, troubleshooting and issue resolution to maintain system performance levels
- Assessed operational data and configuration notes to maintain written end-user documentation
- Tracked hardware assets, ordering equipment to maintain accessible inventory
- Installed and configured printers and scanners and reset default device passwords to prevent cyber-attacks
- Performed daily maintenance of computer systems to keep network processes fluid
- Handled maintenance tasks to promote improved network availability

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### **EDUCATION AND TRAINING**

#### **Masters in Network Administration: Computer Networking**

*08/2022*

Jetking Training Institute - Hyderabad

GPA: A

#### **B.Sc: Maths, Statistics And Computer Science**

*05/2020*

Aditya Degree College - Rajahmundry

GPA: 60%

#### **Intermediate: Maths, Physics, Chemistry**

*02/2017*

Sri Chaitanya Junior College - Rajahmundry

GPA: 64.5%

#### **SSC**

*02/2015*

Bhashyam Public School - Rajahmundry

GPA: 7.3 GPA

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### **CERTIFICATIONS**

- Microsoft Azure AZ900 - Microsoft
- Cisco Certified Network Associate 200-301 - Cisco
- Security, Compliance, and Identity Fundamentals - Microsoft
- CompTIA Security+ - CompTIA

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## LANGUAGES

- English
- Telugu
- Hindi

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## HOBBIES AND INTERESTS

- Gardening
- Watching Movies
- Listening Music
- Helping to my mother

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## PERSONAL INFORMATION

- Father's Name: Murali Krishna Yellamelli
- Date of Birth: 27/05/2000
- Gender: Male
- Nationality: Indian