SAI RAJESH KOTHA

Email: sairajeshkotha@gmail.com   Mobile: 8106110433

Profile:

- An effective communication and analytical skills and the ability to work under cross-cultural and multi-lingual environments.
- Adopt in handling IT operations.
- To seek a position in an esteemed organization that provides an opportunity to utilize my knowledge and skill for the development of both organization and myself.

Roles and Responsibilities:

- Diagnosed and resolved operating system and hardware-related issues for desktops and laptops, ensuring minimal downtime.
- Installed, configured, and administered client operating systems including Windows 7, 8, 10, and 11, with regular patch updates for security and performance.
- Configured and troubleshot network printers to ensure uninterrupted printing services across departments.
- Installed, configured, and supported Microsoft Outlook and Office 365 applications, including mailbox setup, shared mailboxes, email migration, and issue resolution.
- Deployed and managed antivirus solutions (SEP, McAfee, Sophos Encryption, PGP Symantec) to safeguard endpoints from security threats
- Implemented and managed Network Attached Storage (NAS) for centralized data storage, user access management, and secure file sharing.
- Assisted in data backup and recovery solutions, ensuring data integrity and minimal data loss during hardware or software failures.
- Performed basic VPN troubleshooting and remote connectivity support for work-from-home employees
- Coordinated with vendors for procurement, warranty claims, and replacement of faulty hardware components for desktops, laptops, and printers
- Installed and configured software applications, updates, and drivers to ensure optimal system performance.
- Provided IT onboarding support for new joiners, including account setup, Outlook configuration, and device provisioning.
- Diagnosed and resolved network connectivity issues between end-user devices and network equipment
- Delivered excellent day-to-day IT support, ensuring high end-user satisfaction and seamless business operations

Technical Skills:

- Operating Systems: Windows 7/8/10/11, Windows Server 2012/2016/2019
- Applications: Microsoft Office 365, Outlook, Zoho CRM, Zoho Books, FSM, Campaigns, CentraHub CRM, QuickBooks
- Security Tools: Kaspersky, Symantec, McAfee, Sophos Encryption
- Network & Tools: Active Directory, GPO, DHCP, DNS, TCP/IP, VPN, Remote Tools (AnyDesk, TeamViewer, Quick Assist & Ultra Viewer)
- Ticketing Tools: OS Ticket, Webmail
- Hardware: Printers, Scanners, CCTV, Biometric Devices, Switches, Routers
- Storage Solutions: Network Attached Storage (NAS) management, and data backup

Educational Qualification:

- B-Tech from Aditya College of Engineering, Surampalem
- Intermediate Education from Pragati Junior College, Jagapatingaram
- Secondary education from Z.P.P. High School, Siripuram

Work Experience:

System Administrator - Orbit Technologies Pvt. Ltd.
June 2024– Present

- Managing IT infrastructure, desktops, laptops, printers, and network devices.
- Providing Office 365 and Outlook support to end-users.
- Deploying and managing antivirus solutions across user systems.
- Maintaining Active Directory accounts, user policies, and group permissions.
- Supporting Zoho CRM, Books, FSM, Campaigns, Sales iQ, CentraHub CRM, and QuickBooks.
- Seqrite (UTM) Firewall – Troubleshooting, group policies, User & Groups creation, Websites blocking & ports forwarding
- Kaspersky Antivirus – User Management, policies, Restricts websites & removable storage access
- Managed NAS devices for centralized data storage and backup solutions, ensuring secure and seamless file sharing across the organization, Google Drive & One Drive
- Coordinated with vendors for procurement, warranty claims, and replacement of faulty hardware components for desktops, laptops, and printers
- Installed and configured application software, updates, and drivers, ensuring compatibility and performance optimization
- Performed QC checks on IT systems, ensuring proper configuration, security compliance, data backups, and adherence to IT policies and standards
- Performed QC checks on customer PCs before dispatch, verifying asset tags, hardware specifications, and system performance to ensure accuracy and quality delivery
- Delivered proactive day-to-day IT support, maintaining high end-user satisfaction and ensuring uninterrupted business operations

System Administrator – Moukthika Enterprises Pvt. Ltd.
Feb 2023– May 2024

- Installed and configured Windows OS (7/8/10), antivirus, and application software.
- Handled VPN setup and network connectivity troubleshooting
- Managed IT inventory and provided IT asset provisioning and documentation
- Internet connection and software problems& hardware troubleshooting
- Providing excellent day-to-day support of a desktop and laptop environment
- Backing Up and recovering user data and system side data
- Configured switches, routers, CCTV systems, and biometric devices
- CCTV Maintenance, Storage DVR Configurations Installations and Biometric Devices
- SonicWall Firewall – Troubleshooting, VPN
- Basic Troubleshooting related to VPN Issue
- Kaspersky Antivirus – User Management, Restricts websites & removable storage access
- Supporting ESSL Biometric
- Storage Solutions - Direct Attached Storage (DAS), Google Drive & One Drive
- Hands on Experience on resolving issues on Lenovo T480/T490/E595/E495 models
- Lenovo Dell-optiplex790, HP ProDesk, Compaq, Poweredge-T30 Managed Helpdesk and IT Infrastructure
- VC dial configuration & troubleshooting, errors
- Zoiper setup & troubleshooting issues, errors
- Diagnosing and troubleshooting OS and Hardware problems
- Restriction's to user Devices by using Group polices

System Administrator – Team Computers
Oct 2021 – Feb 2023

- Configuration Outlook troubleshooting outlook issue
- administered Active Directory for User, Administering and Creating users, group and profiles, printer configurations Etc...
- Working on Active Directory Administrator, Accountability, Security Groups distribution group, replications, GPOs and FSMO rules, Clustering configuration
- Installations configurations 2003/2008&2012/2019 Servers Data Backup
- Network Cabling IO Box clipping Patch panel clipping
- CC Camera configuration, DVR & NVR configurations Troubleshooting
- Internet connection and software problems& hardware troubleshooting
- Installing software's, Anti-Virus, service packs and hot fixes
- Backing Up and recovering user data and system side data
- Applied Group Policies in desktop operating systems
- Configuration and Maintenance of Network devices like Switches and Network Printers
- Experience on the following layered TCP/IP- IIS & FTP -DNS- DHCP- WINS
- Configuration of network cards, network cabling installing O/S connecting with clients and troubleshooting Network problems
- FortiGate Firewall & Troubleshooting

Additional Skills:

- Highly Skilled leader with skills in delegating tasks, team building, and creating a positive environment.
- Well versed in Microsoft Office Suite (Excel, Word, Outlook & Access).

Personal Information:

Father's Name   : Kotha Ramana
Nationality   : Indian
Languages known   : English & Telugu
Address   : Mpp school opp street Siripuram(v)
                        Yeleswaram(m),
                        Kakinada Dt,
                        Andhra Pradesh - 533432.

Signature,

K. SAIRAJESH