Gangasai viswanath Putsala

Emailid:**viswaputsala@gmail.com**
Mobile:**+918309798858**

Objective:

Dedicated and results-driven Desktop Support Engineer with 7 + years of experience in providing exceptional technical support, user account management, and system administration. Proficient in resolving hardware and software issues, implementing policies, and collaborating with cross-functional teams. Seeking to contribute expertise and drive efficiency as a valuable member of an IT support team.

Skills:

- Active Directory User Management
- Azure Administration.
- VMware Administration
- Jira Ticket Resolution
- VMware Workspace ONE Deployment
- Okta Identity and Access Management
- Application License Allocation
- User Account Support and Training
- Policy Implementation
- Vendor Interaction
- Incident Response and Communication
- Hardware and Software Troubleshooting

Experience:

System Administrator| [COTIVITI PVT LTD] | [Hyderabad] | [DEC-2021] – Present

- Expertly manage on boarding and off boarding processes, coordinating equipment provisioning, software installations, and account setups, reducing on boarding time by 20%.

- Resolve a high volume of Jira tickets related to hardware issues and software installations, ensuring seamless functionality for end-users.

- Collaborate with vendors for warranty and non-warranty laptops, successfully extending warranty coverage and optimizing return processes

- Efficiently deploy operating systems and applications through VMware Workspace ONE, enhancing user experiences and productivity

- Implement and manage application licenses by creating and configuring groups in Okta, ensuring accurate allocation based on user roles and departments.

- Provided expert support for offline devices, diagnosing and resolving hardware and software issues both remotely and on-site.

- Managed vulnerabilities through regular assessments and security patch implementations, minimizing potential risks

- Collaborated with department heads to define and implement department-specific policies, enhancing security and operational efficiencies.

- Collaborated with the service desk to address global outages, effectively communicating status updates and facilitating restoration efforts.

- Reached out to users for primary and secondary profile password resets, minimizing user downtime and maintaining data security

SR.Desktop Support Specialist | [CENTRONICS SYSTEMS] | [Hyderabad] | [Aug 2021] -[Nov 2021]

- Install and configure software and hardware
- User and group Administration management
- Troubleshooting various application issues
- Troubleshooting machines
- Configuration & Maintenances of Microsoft office Outlook
- Set up accounts and workstations
- A team player with good interpersonal skills, decision-maker and committed to quality

SR.Desktop Support Specialist | [BHART IT SERVICES] | [Hyderabad] | [Sep 2020] - [Jul 2021]

- Troubleshooting machines
- User and group Administration management
- Install and configure software and hardware
- Manage network servers and technology tools
- Set up accounts and workstations
- Monitor performance and maintain systems according to requirements
- Configuration & Maintenances of Microsoft office Outlook

Desktop Support Specialist | [VISION INFOTECH SOLUTIONS] | [Hyderabad] | [Dec-2015] - [Apr 2020]

- Maintaining a good up time of 99.98% as committed by team at the time of contract.
- Responded to technical inquiries via [phone/email/chat/ticketing system], addressing software and hardware issues, diagnosing problems, and guiding customers through solutions.
- Conducted remote troubleshooting sessions, utilizing [relevant tools/software] to identify and resolve customer concerns efficiently.
- Provided prompt and effective technical support to clients, diagnosing and troubleshooting software and hardware issues for [specific products or services].
- Collaborated with the development team to identify and prioritize software bugs and feature requests based on customer feedback.

Certification:

- **Microsoft Azure Administrator Associate: Az-104**

Education:

- Completed DIPLOMA in Electronics & Communication Engineering from state board of technical education and training.
- Completed S.S.C. from Board of Secondary Education A.P.

PERSONAL DETAILS:

Name	:	putsala gangasai viswanath
Date of Birth	:	28-08-1996
Gender	:	Male
Nationality	:	Indian
Marital Status	:	Single
Known Languages	:	English, Telugu

DECLARATION:

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

DATE: 16/12/2024
PLACE: HYDERABAD.   (Gangasaiviswanath Putsala)