**Ravi Krishna.B**

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**Career Objective:** To obtain System/Network Administration role in the field of IT infrastructure management to enhance my skills and work towards the growth of organization.

**Technical Skills:**

* Windows server 2008/R2
* Windows active directory management
* Logical structure of active directory and group policies
* Trust relationship, global catalog, sites and RODC
* Active directory roles, DHCP, DNS, IIS, RAS, TS, WDS
* Knowledge of routing protocols RIP,OSPF,EIGRP
* Disk management, server core and data backup
* Print and file servers
* Server Maintenance
* Desktop Maintenance
* Troubleshoot operating system and general software related issues
* Familiar with networking concepts

**Operating Systems:**

* Windows XP/7/8
* Windows server 2008/R2

**Professional Experience:**

**Company:** Worked as Customer support representativein **Tata business support services** from **Feb 2012 – Nov 2012**

**Responsibilities:**

* Handling Inbound calls from International customers
* Maintained customer records by updating current information
* Provide accurate information to customers about products or services
* Handled dissatisfied customers in a polite and professional fashion
* Track and follow-up all customer requests in a timely manner
* Manage large volume of customer calls in friendly and courtesy manner
* Received appreciations from customers

**Company:** Worked as Customer support representative in **Star fish integrated services** from **Nov 2010 – Jan 2012**

**Responsibilities:**

* Interact with the customers to pitch them about company’s products and services
* Provide accurate information to customers about products or services
* Scheduled pre-fixed appointments(PFA) with customers by collecting their information for the purpose of sale
* Following up existing customers as well as new customers to advertise company services
* Enhancing the business of the organization through more and more sales
* Entering new customer’s information into the database

**Educational Qualifications:**

* Bachelor of Technology (ECE) from Malla Reddy Engineering College, Jawaharlal Nehru Technological University (JNTU),R.R District(2010)

**Personal Skills:**

* Good communication skills
* Ability to learn new duties quickly
* Innovative in deriving the solutions
* Able to work independently and as part of a team
* Motivated self-starter with a strong desire to learn
* Attention to detail

**Personal Details:**

* Birthplace: Hyderabad
* Passport: Yes
* Languages Known: English,Telugu and Hindi