# **Resume**

K Anuraag E-mail ID: [kanuraag424ece@gmail.com](mailto:kanuraag424ece@gmail.com)

Mobile No.: 9441406032

**Career Objective**

To be associated with a Progressive and Innovative Organization that gives scope to apply my knowledge and skills, and to be a part of a team that dynamically works towards the growth of the Organization.

**Work Experience**

Employer : FTD India Pvt. Ltd

Job Position : Systems Engineer

Experience : 12 Months

**Roles and Responsibilities in job**

* Account Management like reset passwords, Unlock accounts.
* Creating and Maintenance of VMs.
* Taking necessary actions/escalations on emails from Anti-virus server (Symantec Endpoint).
* Hardware and Software Trouble Shooting.
* Remote Installation of Softwares on user computers using Windows Remote Assistance and Tight VNC.
* Ticket Administration.
* Monitor tickets, assign and follow up to closure.
* Handling all L-1 Tickets that can be solved by remotely connecting to user computers.
* PBX administration, like creation/deletion of extensions, enabling extensions.
* Handle Moves and Hardware changes. Handling Test lab issues.
* Maintaining asset information.
* Knowledge on LAN, OS Configuration

**Working Knowledge**

* Knowledge on VMware vSphere.
* Knowledge on ADDS, DNS, DHCP and Windows Server 2008 r2/2012.
* Working knowledge on Powershell using Programming Tool Power Gui.
* Knowledge on Network connectivity Troubleshooting.

**Educational Qualification**

* Graduated in B. Tech with specialization in ECE from Mallareddy Institute of Engineering and Technology, JNTU Hyderabad with 78.37% in 2013.
* Passed Intermediate Education in MPC from Prathibha Junior College, Board of Intermediate Education, A.P. with 93.5% in 2009.

**Qualities**

* Hard working nature and enthusiasm to learn.
* Maintain good coordination with group members.
* Having Positive thinking and Spontaneity.

**Personal Details**

Father name : K Keshava Rao

Date of Birth : 8th August, 1992

Address : H.NO.8-127/1

Marlu, Teachers Colony,

Mahabubnagar

Telangana-509001

Languages Known : English, Hindi, Marathi and Telugu

**Declaration**

I declare that all the above details are True to the best of my Knowledge.

Place: Hyderabad. Signature

Date: