

P ABHILASH REDDY

IT Professional | MES & Business Analysis Exposure

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PROFESSIONAL SUMMARY

IT professional with **5 years of experience** in desktop support, IT infrastructure, network troubleshooting, and asset management within **manufacturing and corporate environments**. Possesses **hands-on exposure to Business Analysis activities** including **requirement gathering, functional documentation, testing, UAT/SAT coordination, stakeholder interaction, and project tracking** through MES implementation projects. Skilled in ticketing tools, SAP coordination, system analysis, and end-user support, with strong problem-solving, communication, and leadership capabilities.

CORE COMPETENCIES

- Active Directory & Office 365 License Management
- Application & Software Support (Revit, Adobe, Autodesk, AutoCAD, Enscape, Bluebeam)
- User Onboarding & Maintenance
- Server Management & OS management & maintainance
- Network Management & Maintenance (LAN/WAN, DHCP, DNS, VLAN, IP Management)
- Endpoint Security Management (UEM, Trellix, BitLocker)
- SAP End-User Support (PR/PO, GRN, Asset, Patch Management)
- Asset & Inventory Management (SAP, Barcode Systems)
- Ticket Management (JIRA, Service now, BMC Remedy, Freshworks)
- Requirement Gathering & Stakeholder Discussions
- Business Process Understanding & Gap Analysis
- BRD / FRD / FDS Documentation (Exposure)

- User Stories & Acceptance Criteria (Hands-on)
- API Understanding & Postman Testing (Functional Validation)
- UAT / SIT Scenario Preparation & Execution
- Log Analysis for Issue Identification
- Functional & Regression Testing
- Change Requests & Impact Analysis

PROFESSIONAL EXPERIENCE

RAK Softech Pvt. Ltd.

Client: Mahindra & Mahindra – Zaheerabad

Role: MES Control Engineer

Duration: November 2025 – Present

- Executing **end-to-end MES solution implementation** in a manufacturing plant environment.
- Participating in **requirement gathering** for new projects and master data updates.
- Preparing **project plans** and providing **status updates** to clients and stakeholders.
- Performing **testing in test environments**, covering all functional and operational scenarios in coordination with development teams.
- Coordinating with **end users and clients** for MES deliverable validation and milestone sign-off.
- Supporting **SAT and UAT activities** with business users.
- Creating **functional documentation** including **FDS, user manuals, and user stories**.
- Tracking project activities, issues, and deliverables across the project lifecycle.
- Providing **on-site technical and functional support during go-live** activities.
- Supporting **resource coordination** for timely client deliverables.

- Ensuring customer satisfaction by addressing issues, change requests, and new requirements end-to-end.
- Assisting with **root cause analysis (RCA)** and corrective/preventive actions (CA/PA) through analysis, planning, and execution control.

MICTS Consultant Pvt. Ltd.

Client: Hayball – Australia

Role: IT Management Service Delivery – L2 Engineer

Duration: July 2025 – October 2025

- Provided **remote IT support** for four studios across Australia.
- Installed, configured, and maintained **Windows OS, Office 365, and licensed applications**.
- Managed **Active Directory** user provisioning and access controls.
- Troubleshoot **applications, networks, and hardware** using TeamViewer and AnyDesk.
- Monitored **endpoint security compliance** and device health.
- Supported Microsoft Outlook, Teams, OneDrive, and corporate applications.
- Deployed software and updates using **PDQ Deployment & Inventory**.
- Maintained **VM servers, fiber diagnostics, and switch configurations**.
- Delivered **Level 1 & Level 2 video conferencing support** for meetings and corporate events.

Globtier InfoTech Pvt. Ltd.

Client: Mahindra & Mahindra – Zaheerabad

Role: Desktop Support Team Lead

Duration: January 2021 – June 2025

- Led IT support operations for **plant and office infrastructure**.
- Installed and managed **Windows OS, Office 365, and licensed business software**.
- Oversaw **user lifecycle management**, including onboarding and offboarding.

- Configured and supported **barcode scanners, network printers, and Wi-Fi access points**.
- Enforced **endpoint encryption and security** using Trellix and BitLocker.
- Maintained **WDS server**, system images, and cloning using Acronis.
- Provided **SAP end-user support** (PR/PO, GRN, Asset Management, AMC tracking).
- Coordinated with **vendors and ISPs** (Jio, Airtel, Micronova) for outage resolution.
- Delivered **video conferencing support** for meetings and corporate events.

EDUCATION DETAILS

- **B.Tech – Mechanical Engineering**
DVR College of Engineering & Technology
- **Intermediate (MPC)**
Sri Chaitanya Junior College
- **SSC**
Sri Krishnaveni Talent School

TECHNICAL SKILLS

- **Operating Systems:** Windows XP, 7, 10, 11
- **Networking:** LAN/WAN, IP Subnetting, DHCP, DNS, VLAN, VPN, OSI, TCP/IP
- **Security:** Trellix Encryption, BitLocker, UEM
- **Remote Tools:** TeamViewer, AnyDesk, DameWare, Bomgar
- **VC Tools:** Pexip, BlueJeans, WebEx
- **System Tools:** Active Directory, SAP, Acronis, Ghost Imaging, WDS Server
- **Monitoring:** SolarWinds, DUDE 3.5, application log console
- **Diagnostics:** RJ45/I/O Crimping, VFL Testing, Fiber Power Loss Analysis

DECLARATION

I hereby declare that the information furnished above is true and correct to the best of my knowledge and belief. I understand that any false information may lead to disqualification of my candidature.

Name: P ABHILASH REDDY

Place: Hyderabad

Date: