Uttar Kumar S

Desktop Support Engineer -(2021-2023)
Futuresoft Solution - Techmahindra

Over 2 years of experience as Desktop Support Engineer in Tech Mahindra. Proven ability to deliver exceptional customer service by providing timely and effective support to end-users.Acknowledge for quick learning ability,efficient work performance and ability to work in a team environment

SKILLS

Technical Skills: OS Windows (8.1,10,11),Network Protocols

Remote support: LogmeIn Rescue

Ticketing Tools: BMC Remedy,Service Now

EDUCATION

B.E Mechanical Engineering-

Easwari Engineering College (2019)

HSC- Noble Matric Higher Secondary School 80% (2015)

SSLC- Noble Matric Higher Secondary School 85% (2013)

Achievements & Awards

- Maintained System Compliance level at 95%
- Completed Migration of Desktops to Laptops at a short span of time for 250 Active UsersSuccessfully
- completed External audit for Major projects with 0 Observations
- .Supported More than 15 plus meetings via VC devices/Teams/Webex/Telepresence for the Customers

PROJECT DETAILS

- Monitoring and supporting infrastructure and remote devices in the network
- Being the first point of escalation for IT issues. Attending up-time calls and resolving issues promptly to meet customer SLA.
- Following Helpdesk tickets with ITIL Process and addressing incidents and requests per SLA.
- Basic understanding of network services and protocols such as DNS, DHCP, OSI Model, Switch, TCP, and UDP.
- Removed malware, ransomware, and other threats from laptops and desktop system
- Troubleshooting problems related to booting, hardware, OS performance, software, and LAN connectivity
- Providing remote assistance using remote desktop tools to resolve issue
- Share knowledge and provide guidance to other support team members.
- Windows maintenance, upgrades, and updating patches through WSUS/SCCM.