

CHANAKYA SINGAMANENI

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**CAREER OBJECTIVE:** To see myself in one of the reputed positions in an organization and keep updating myself to work in all kind of IT environments.

**EXPERIENCE SUMMARY:**

- Having 7.9 years of IT experience.
- Worked as FMS Engineer, Desktop Support, Desktop Administrator, Network Monitoring Roles.
- Currently Working for System and Network Engineer Role.

**CERTIFICATIONS:**

- Udemy Certificate for completion of Network Fundamentals.
- Udemy Certificate for completion of IT Help Desk Professional.

**TOOLS & APPLICATIONS:**

|                                 |   |
|---------------------------------|---|
| Operating Systems Worked        | WIN7, 8, 10, 11, Ubuntu, Sierra, Monterey, Ventura, Sonoma, Win Server 2016 |
| Ticketing Tools Used            | BMC Remedy, ISaphhire, ITSM, Service Now                                    |
| Monitoring Tools Worked         | Connectwise Automate, Connectwise Manage                                    |
| Network Monitoring Tools Used   | Auvik, Fortimanager, Forti Analyzer, Ping monitor                           |
| Mail and Chat Applications Used | Outlook, Teams, Skype, O365, Slack, Gsuite                                  |
| Cloud Applications Used         | Intune(MDM)   |

**CORPORATE TRAININGS:**

- Pursuing Active Directory on Windows Server 2016 training.
- Pursuing Microsoft Intune training

**WORK EXPERIENCE:**

**Company : Techolution India Private Limited**

**Duration : Nov 2023 to Present**

**Role : System and Network Engineer**

**Job Responsibilities:**

- Manage the inventory of Dell, Lenovo, MAC, Vendor laptops & Desktops including printers and networking devices.
- Configuring the MAC, Windows & Linux OS's for laptops and desktops for onboarding users.
- Administering the Intune portal on regular basis.
- Manage the WAP's and its maintenance.
- Monitoring and Upgrading the firewall on weekly basis.
- Managing the Switches and its ports.
- Managing the software inventory and its licenses as per project requirements.
- Joining the Client machines to the cloud domain.
- Onboarding and Offboarding the users in Intune portal.
- Documenting the SOP's.
- Raising the Service Requests to the vendors.
- Resolve the issues as per the SLA's raised by the users.
- Manage the Bitlocker and Filevault encryptions for respective assets.
- Troubleshoot the Hardware, Software and end user issues.

**Company : ISSQUARED India Private Limited**

**Duration : Jun 2019 to Jun 2023**

**Role : Network Engineer**

**Job Responsibilities:**

- Worked on ITSM ticketing tool
- Worked on Hardware issues for laptops, Desktop & Printers.
- Worked on Installing Softwares like Outlook, VMware, and SQL applications.
- Managed user's accounts like Creating, Removing, and Resetting passwords in active directory.
- Worked on Hyper-V environment.
- Worked on NOC alerts.
- Worked on CPU, Memory Utilizations of Routers, Switches, and Firewalls.
- On boarding and Decommissioning the Firewalls, Switches, Routers into Monitoring tool, Fortianalyzer, Fortimanager, Ping monitor of all the clients.
- Coordinating with TAC team to resolve ISP issues.
- Backing up the configuration files of Firewalls.
- Pulling the Inventory details of all network devices on Schedule basis and updating in monitoring tool.
- Upgrading the Firewalls on Schedule basis.
- Managing WAP's through Firewalls.
- Blocking the Malicious IP's from Firewalls on regular basis.
- Resolving Routing, AP's , Switching issues on ticket basis.

- Implementing VPN configurations in firewalls and installing SSL VPN client in EUC machines.

**Company : Jconnect InfoTech Private Limited**  
**Client Location : Wipro Technologies HYD**  
**Duration : Apr 2018 to May 2019**  
**Role : Desktop Engineer**

**Job Responsibilities:**

- Worked on IT Sapphire ticketing tool
- Attended the network and hardware issues at system level.
- Installed the Manual and fully integrated Operating systems like WIN7,8 and 10 through USB to allocated laptops and desktops.
- Coordinated the bridge call activities like Antivirus, SCCM, OS issues and even networking activities at system level.
- Installed the Operating system and Softwares remotely through Bomgar tool.
- Installed the Operating system through network.
- Asset management.
- Worked on the VOIP(Avaya, Cisco) physical port issues.
- Managed the printer issues.
- Worked on taking the Data Backups to the centralized locations.
- Worked on presentation issues on Cisco devices.
- Worked on setting up the Outlook, One drive accounts for on boarded users.

**Company : Shriram Value Services Limited**  
**Duration : Aug 2016 to Jan 2018**  
**Role : Deputy Technical Engineer**

**Job Responsibilities:**

- Installed the Member Server, Client Operating systems.
- Configured the Systems for on boarded users.
- Attended the Printer level issues and also hardware management of Printers.
- Troubleshooted the Hardware Issues of all the systems.
- Troubleshooted the Software Issues.
- Preparing the systems during Auditing times.
- Managing the inventory for toners and assets
- Managing and monitoring the intranet.
- Configuring and troubleshooting the ost and pst files for outlook users.
- Documenting the SOP's.
- Antivirus management for all the users
- Patches management for all the EUC machines on weekly basis.

**Company** : PCS Technology Limited  
**Client Location** : Cognizant Technology Solutions, HYD  
**Duration** : Feb 2016 to Aug 2016  
**Role** : FMS Engineer

**Job Responsibilities:**

- Asset Management.
- Installing the Client Operating systems WINXP, 7, 8 and 10, Ubuntu Os's.
- Installing the Software's like SQL server, Java etc.
- Updating the tickets in BMC Remedy tool.
- Worked on Hardware Issues.
- Worked on various software applications and its issues.
- Configuring and updating the patches for allocated machines.
- Antivirus management.
- Printer management.
- Coordinating and escalating issues.

**TECHNICAL SKILLS:**

- Knowledge on CCNA concepts
- Aware of IPV4 and Sub-netting.
- Understanding about routers and switches.
- Good Understanding of Firewall Concepts.
- Having an exposure on working of Fortinet, Paloalto firewalls.
- Good Knowledge on OSI Reference Model.
- Having Knowledge on DHCP and DNS protocols.

**EDUCATION:**

| Course        | School/College                | University/Board                     | Year of Passing | Percentage % |
|---------------|-------------------------------|--------------------------------------|-----------------|--------------|
| B.Tech(E.C.E) | Chaitanya Engineering College | JNTU Kakinada University             | 2013            | 60%          |
| Intermediate  | Sri Chaitanya Junior College  | Board of Intermediate Education, A.P | 2009            | 83%          |
| SSC           | Bhashyam Public School        | Board of Secondary Education, A.P    | 2007            | 87%          |

**STRENGTHS:**

- Managing time effectively.
- Ability to work as an individual.

**DECLARATION:**

The above-mentioned details are appropriate and true to the best of my knowledge. I bear the responsibility correctness of above information.

Place: Hyderabad

Date:

**CHANAKYA**