

VARASHEKHAR K

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Professional Summary :

- Good knowledge on Hardware and Networking devices.
- Experience in Configuring, installing & troubleshooting various Networking devices.
- Providing spare replacement support to clients.
- Coordinating with clients and OEM like Cisco, Oracle, IBM, Dell etc.
- Provide L1/L2 technical guidance, over the phone and via remote access.
- Knowledge in writing and executing of SQL Queries.

Areas of Proficiency :

- | | | |
|------------------------------|------------------------------|---------------|
| • Networking troubleshooting | • OS , Software Installation | • Basic CCNA |
| • Outlook 365 | • Data Backup | • SQL Queries |

Work Experience :

- **Employer** : Sterlite Technologies Ltd Under the payrole of Quess Corp Ltd.
- **Designation** : Technical service Desk
- **Duration** : Sep-2019 to Oct-2021
- **Team Size** : 12
- **Team Name** : Technical Support
- **Job Description** : As Technical Support Engineer where my role is to check IT related products like storage, server, switch, router etc., checking queries and giving basic troubleshooting, accordingly will raise case with OEM's for the replacement of products and assigning the OEM engineer if required technical assistance, and we provide End to End support till the client issues resolved.

Job Profile :

- Providing support with negotiation skill diagnosing and fixing hardware issues using mail, telephonic and webex.
- Basic troubleshooting on server, storage, networking and security responsible for response and restoration of tickets according to the customer SLA.
- Used to coordinate with customer/operation Managers/SDM/Account Managers /Logistic Team/OEM.
- Raising case with OEM for replacement like Cisco, Oracle, HP, Dell IBM etc. using toll free and OEM portals, and provide technical assistance.
- Firmware upgradation and amber Led troubleshooting.
- Servers and storage logs collections and providing solutions to clients.

Academics :

- BE in I&P Engineering , PES College Of Engineering , Mandya with 7.4 CGPA.

Cerrification :

- Undergone Networking and CCNA in Naresh I Technologies Hyderabad.

Duration : 6 Months.

Personal Profile:

- Fathers Name : Mohan k
- Mothers Name : Nagamani k
- Gender : Male
- DOB : 30/05/1995
- Languages known : English, Kannada, Telugu.
- Hobbies : Playing chess , Travelling.
- Permanent Address : #143 KGCamp , Gundur ,
Gangavati , Karatagi ,
Koppal , 583282.

Declaration:

I hereby declare that the above information is true to best of my knowledge.

Place: Bangalore

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