**|| Prudhvee ||**

**System Admin & Global Technical Executive**

**8+ Years of Experience.**

09493939129 || 07780131212 Email:MSP.Prudhvee@Gmail.Com

***Objective:***

Willing to work hard under challenging environment with full dedication, for the achievement of Organization objective under satisfying job contact, hence enhancing my skills and knowledge.

***Highlights of Qualifications:***

* Hands on experience in managing the team and dealing with customers on requirements processing and troubleshooting on software issues.
* Technical Assistance to customers in USA and Canada, Ect.
* Exceptional ability to work as a team and as well as work independently.
* Good communication skills in both oral and written forms.
* Skilled to analyze and resolve all problems related to Property Management applications..

1. **Sr. System Admin & Global Technical Support Executive (International Voice) in “*3 One Technologies* “, Kakinada. From Dec 2015 To Till Now.**

*Roles Responsibilities*

* Technical Assistance to customers in US and Canada, Ect.
* Maintain and administration computer networks and related computing environments, including computer hardware, systems software, applications software, configurations.
* Strong experience in issue resolution, issue prioritization, customer management and technical accounts management.
* Talk clients through a series of actions, either via phone, email or chat, until they’ve solved a technical issue.
* Good technical experience with Outlook and outlook O365 user Configuration, installation and Backup and restore. (SMTP, POP3, IMAP).
* Manage recipient objects, including migrating recipients from previous versions of Exchange server to Exchange server 2010/2013
* Resolve web applications issues like bugs and back application running backend supported files missing.
* Familiarity with remote desktop applications and help desk software (Ex: Team viewer, Show my pc, Ammyy, Zen desk, Ect)
* Work with all internal groups, including support, sales, product management, and consulting.
* Technical experience with outlook user configuration, installation and backup and restore. ( SMTP, POP3, IMAP)
* Pre-migration test for user from Exchange 2013 to Office 365.
* Configuring & Maintaining the Network Printers, support/security/systems.
* Installation and maintaining Active Directory, DNS, DHCP.
* Troubleshoot system and network problems, diagnosing and solving hardware or software faults.
* Resetting the Calendar permissions after the migration as per the user issue.
* Rapidly establish a good working relationship with customers and other professionals, such as software developers.
* In-depth Knowledge of computer systems, mobile devices and other tech products.
* Active Directory users and groups management, Backup Management.
* Maintain jovial relationships with clients.
* Maintain three branches, Good Leadership qualities, team management Team player.
* Hands-on experience with Windows/Mac OS environments.
* Handled the technical issues with the customer’s devices to include: computers, routers, modems, printers, basic issues with inter-net and computers.
* TCP/IP Network planning, Installation and Administration and Configuring and managing TCP/IP, DNS.
* Oversee Antivirus protection for all computers and servers in the office Administrator server for internal and remote connections.
* Network s (LAN & WAN) connection managing and troubleshooting.
* Expertise in migration of Microsoft messaging technologies of newer versions..
* Devices manage all IT related licensing contracts with our software vendor.
* Oversee the patch management process for all servers and workstations.
* Administer connections to the video conferencing System.
* Devices manage all IT related licensing contracts with our software vendor.
* Recommend changes to improve systems and network configurations, and determine hardware or software requirements related to such changes.
* Coordinate with vendors and with company personnel in order to facilitate purchases.
* Working Knowledge of MS office 7 and Office365Access, Excel, Outlook, PowerPoint, and Publisher and Word Office 365, Skype, Microsoft Teams and Lync ).

1. **System Administrator (I.T In-charge) in** BEST WESTERN S.V.N. Grand Hotel**, (**BEST WESTERN Group Hotels**), Kakinada. From 2013 April to October 2015.**

*Roles &Responsibilities:*

* Analyzing the support requests of **IDS** Hospitality applications and make sure that those have been addressed and resolved.
* Knowledge on PMS Applications in a support role required or the desire to quickly lean advanced troubleshooting in hospitality products.
* Solving the front office IDS software related problem, like guest reservation issues, guest checkout issues, and photo Registry card issues, Ect.
* Staff or clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues.
* Active directory user creation and configure the user policies.
* Migration from 2007 to 2013 as well 2013 to Office 365.
* Maintaining the PMS database backups and monitoring the backup schedules.
* Training the hotel staff on new features introduced in **PMS** applications.
* Main Knowledge in front Office, like Guest data\ Registration, room inventory, blocking, reservations, Check-in and check-out, Ect.
* **IDS Software (Star Hotels Software)** Installation, configurations and troubleshooting and maintenance.
* Maintaining the local area networks and troubleshooting other hardware related Problems such as printer issues, workstation issues, OS issues.
* Managing, maintaining and troubleshooting software and hardware related issues at property.
* Coordinating with IDS support staff and maintained knowledge of all the updated features in application for quick access.
* Experience in Office 365, Skype, Microsoft Office Outlook.
* Responsible in maintaining the settings of connectivity with Outlook and User Mailboxes.

1. **Network Engineer in** *City Online Broadband Services Ltd***, From 2011 Nov to 2013 March, Kakinada.**

*Roles & Responsibilities:*

* Installation and maintaining Microsoft Windows 2003, 2008R2 Servers.
* Configuring & Maintaining the Network Printers, support/security/systems engineer.
* Installation and maintaining Active Directory, DNS, DHCP and
* User management, Performance Monitoring for Windows Server Platforms.
* Handle and troubleshoot operating system installations, software installations such as MS Office, Anti-virus software, Internet Information Server, Client Configuration. Setting up Remote Access Service, Maintaining Antivirus software and windows updates.
* Active Directory users and groups management, Backup Management.
* Creating standard Net-backup policies and taking back-up of the servers and restore same if required.
* Troubleshooting user related and OS related problems in systems and server.
* Network/helpdesk support; Protecting the Network from the attacks of viruses.
* TCP/IP Connectivity, Hubs and Switches configuration.
* Network (LAN) and Wi-Fi connection troubleshooting.

***Technical Skills:***

* Installations of IT assets, Routers/ switches/ modems, peripherals, system software’s and applications.
* Hands-on experience with Win and Mac OS environments.
* Technical Assistance to customers in USA and Canada, Ect.
* Knowledge in Office Enterprise 365 E1, E3,
* Provide support and maintenance of Microsoft Office Outlook Web Access and Microsoft Office Outlook, E-mail, Calendaring & Scheduling.
* VOIP phones and PBX server monitoring, installation and troubleshooting.
* Administration and monitoring the servers, Configuration, Service administration, account maintenance of Office 365/Exchange, Skype for Business Post Migration.
* Setting up SMTP archiving and Daily health checks for all Exchange servers.
* Outlook user Configuration, installation and Backup and restore.
* Knowledge and experience on migrations like Os migration, O365 migration, application migration, system migration.
* Configuring Cisco switches and routers, wireless points.
* Installation, troubleshooting and user creation in application servers.
* Remote access, solving technical issues by Remote.

**Educational Qualification:**

* Completed MCA (Master of Computer Application) With in Alagappa University. Visakhapatnam.

***Completed courses:***

* Hardware Networking completed from Institute of SILICON INFO SYSTEMS, Kakinada
* MCITP& MCSA Course completed from Institute of SILICON INFO SYSTEMS, Kakinada.

*Soft Skills:*

* Strong problem solving and decision making skills.
* Excellent communication and writing skills.
* Fitting into the company's culture
* Being creative and innovative
* Able to provide outstanding customer service.

***Personal Details:***

Name : Prudhvi Santhosh\_ Manugarra

Father’s Name : Ramachandra Rao\_ Manugarra

Gender : Male

Marital Status : Single

Date of Birth : 31-05-1991

Languages Known : English, Telugu, and Hindi.

Permanent address : Kakinada.

Present Address :

*Declaration:*

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

Place:

Date:

MSP. Prudhee…