**RESUME**

**Prakash Mori**

Mobile: +91-8019560461 E-mail: prakashm390@gmail.com

To work in a challenging environment and constantly update, adapt to changing Technologies and contribute effectively to the development of the Organization.

**CAREER SUMMARY**

* Having 2.9 years of work experience in L1 **Desktop Support Engineer.**
* Comfortable working in a high-pressure environment where change failures are not tolerated.
* Exceptional problem solving and troubleshooting abilities.
* Strong people skills, Self-Confident and adaptive learner.
* Proficient in technical and non-technical communication, both in oral and written.

**EDUCATION**

* **B. Tech** Computer Science and Engineering from Jawaharlal Nehru University

Hyderabad in 2015.

**TECHNICAL SKILLS:**

* Windows operating troubleshooting
* Imaging through Windows Deployment Server
* Good Knowledge on Active Directory
* Basic Network troubleshooting
* Inventory Management
* Support over ticketing tool and calls
* Software installations
* Software Technical support
* Hardware technical support
* Able to manage 500 + users support

**EMPLOYMENT SUMMARY**

Organization : Ness Technologies on payrolls of Future Business tech India Pvt Ltd.

Designation : Desktop Admin

Job Profile : Desktop Admin

Projects : Supported for 500+ users in Onsite

Duration : From 16th November 2017 –Till now.

**Roles & Responsibilities:**

* Excellent in handling IT issues/tickets through **Ness E-city Tool** (Internal Ticketing Tool) and resolve within defined SLA matrix.
* Good knowledge on **Service-Now Ticketing Tool** like creating/resolving the Incidents, Task and Service request (RITM)
* Responsible for providing L1 support to end-users in troubleshooting and resolving Software, Hardware and application problems.
* Oversaw the Complete location from Desktop Support Team Side Onsite, single point of Contact from IT Team Onsite.
* Installation, configuration and troubleshooting of Windows 7/windows 10 client Operating Systems and Windows 2008/2008 R2 Server /2012 R2 server Operating systems.
* Install / configure & troubleshoot Software / proprietary applications.
* Overseen user creation, OU creation, unlocking accounts, password resets, VPN access etc.
* Good experience in VPN installation, configuration and troubleshooting issues.
* Installation, Configuring and troubleshooting DHCP & DNS.
* Proficient in Installation, configuration & troubleshooting of applications such as Microsoft Apps, Adobe Suites, Oracle Apps and CISCO VPN Products.
* Good knowledge on Delegate Control of OU in Active Directory.
* Managing the Users, Groups and Permissions in Active directory.
* Managing objects like adding and removing from the domain.
* Handling system allocation and deallocation based on users joining and leaving.
* Basic Configurations and Troubleshooting of Network Printers, local printers and scanners.
* Basic Configurations and troubleshooting of LAN, WAN and Wireless.
* Trouble shooting Outlook and Lync 2010, 2013, 2016 & O365.
* Creation and deploying images using Windows Deployment server.
* Update hardware details based daily allocation, deallocation and movements.
* Update Software data based on new software installation, uninstallation and based on daily tickets.
* Updating of Antivirus & MS security patches on the non-updated machines.
* Setup the training system with requirement
* Excellent in handling Asset Management.

**Personal Information**:

Name : Prakash Mori

Father Name : Gopal Mori

E-Mail : [prakashm390@gmail.com](mailto:prakashm390@gmail.com)

Date of Birth : 31/07/1993

Languages Know : Telugu, English, and Hindi

Marital Status : Single.

Address : H. No:3-77, Doudarpally (Village), Joghulamba Gadwal (Mandal),

Mahbubnagar (Dist.), Telangana (State).

**DECLARATION**

I hereby solemnly declare that the above furnished details are correct to the best of my knowledge.

Place: Hyderabad yours faithfully,

Date:  **PRAKASH MORI**