**RESUME**

**K. GANESH**

EMAIL ID: kgbabu2299@gmail.com

MOBILE NO: +91 9494127069

**Professional Summary:**

Expertise as Desktop Support Engineer (Windows) in one of the repute company Aditya network solutions, with 1 year of IT experience. Strongly confident on my work.

* Team player with strong analytical, problem solving & organizational abilities.
* Effective communicator with good interpersonal skills
* Having a broad level of vision, with proactive result oriented mind-set.

**EDUCATION**

* Bachelors of Technology in electrical and electronics Engineering from JNTU Kakinada, 2017

**EXPERIENCE:**

Working as Desktop Support Engineer in **Aditya Network Solutions,** Hyderabad from May 2019 to December 2020,

Working as Desktop Support Engineer in **impact information technology labs pvt ltd.**

Client: Granules India limited Visakhapatnam,

Duration: February 2021 to till date.

**Roles and Responsibilities**:

* Installing operating systems and configuring the peripherals, components and drivers.
* Configuring and troubleshooting MS outlook 20010, and 2016.
* Troubleshooting for hardware and software related issues with desktops and laptops.
* Installing, Upgrading and Troubleshooting Windows 7, Windows 8.1and

Windows 10.

* Installation/Configuration of VPN Fortinet Client and SAP.
* Installation/Troubleshooting of Printers like Kyocera, Canon, Samsung & HP Printers.
* Monitoring of Empower Server
* Antivirus server troubleshooting and maintenance
* Assembling & Disassembling of Computers.
* Installing and Configuring MS Outlook to client users.
* Call logging with vendor for hardware related issues
* Network Printers Configuration to the users and scanning.
* Cartridge refilling and troubleshooting.
* Troubleshooting for hardware and software related issues with printers.
* Troubleshooting internet related issues.

**PERSONAL Details:**

* Name : GANESH KOYYA.
* Father’s Name : NARASINGA RAO.
* Date of birth : 06-10-1992.
* Languages known : Telugu, English.
* Address: DUDUPALEM(VILL,) CHODAVARAM VISAKHAPATNAM-531023

**DECLARATION:**

* I hereby that the above particulars are true to the best of knowledge

**SIGNANATURE:**

KG BABU

PLACE:

DATE: