RESUME

**Naresh D Mamidi**

126/9, Hariniwas Bldg.2nd FLR

M R Road, 5th lane

Mumbai central (E), Mum-08

Email: [naresh.isa@gmail.com](mailto:naresh.isa@gmail.com)

 **9769737562**/ 9867384815

**Objective**:

* Whatever the qualities and knowledge I have like to apply for the organizational improvement with best effort and honesty. Possess excellent interpersonal & communication skills with proficiency at grasping new technical concepts quickly & utilizing the same in a productive manner.
* Able to work under well pressure and willing to learn about new technology and methods.

**Educational Qualification: **

* S. S .C with **65.86 % (2003-04)**
* Diploma in **COMPUTER ENGINEERING** (MSBTE) from Sardar Vallabhbai patel polytechnic (2007-08) **63.08%**
* **Bachelor in Engineering** in InstrumentationEngineering from Indira Gandhi college of Engineering .(2013-14)

**Achievements: **

* Participated in college level **Chess Championship** And received 3rd Rank
* Participated in school level **Drawing competition** And received 1st rank

**Technical Skills**

Operating system: **Mac** Os, WINDOWS, UNIX, DOS, Hardware & Networking, Basic CCNA

* Completed Basic course from CMS on **Mac Os** , **ITIL** and **Desktop management**

**Work Experience:**

* Currently Working in **CMS IT services Pvt Ltd** As a **Customer Support Engineer (L2)**

From (8thoct 2018 to Till now) **Client – ONGC** VIP support

* + - Troubleshooting & Maintenance DELL, HCL, HP, IBM & Assemble Desktop machine.
    - **VIP support** and assistance for **Video conferencing** and presentation for all ONGC user
    - Remotely resolve issues faced by users. Analyze problem & escalate to appropriate level.
    - Mobile email configurations, Laptop configuration, Installing of windows 7 and 10.
    - Managing and configuring **Lotus IBM notes**, Avaya & CISCO **IP Phones**.
    - Response monitoring of various ONGC sites
    - Troubleshooting and management of all type of printers
    - Expertise in analyzing Information System needs, evaluating end-user requirements, solutions, troubleshooting for complex Information Systems management.
* Worked for Onward Eservices solutions Ltdas **Desktop support Engineer** from (12th Aug 2016 to 20th July 2018) **client - firstsource solution**
* Configuring Microsoft Outlook 2007 and 2010 installing of windows 7 and 10 and service packs. **Configuration of LAPTOP and providing VIP support**
* Install authorized software to laptops and desktops
* Assetization and adding inventory of all systems via AMS (Asset Management System) tool
* Providing Assistance to users during VC & Presentations
* Configuring & troubleshooting of printer, scanner, and Thin Client
* Coordinating with Network Team, IM team and Server Team, EDS team for proper resolving the issue.
* **Working on ITSM** Ticket based system.
* Joining system into Domain checking for VLAN changes.
* Installing windows patches and Updating the MacAfee antivirus on regular basic and scanning
* Working on PAN India EPO server (MacAfee DAT update) and WSUS Update taking Update from all over Center in India and escalate to higher level
* Worked for Dev Information Technology Pvt Ltd as **Desktop support Engineer** (**DL-1**) from (25th Jan 2016 to 30th june) **Client** - ESIC project.
* Troubleshooting the issue related to Hardware & Networking.
* Install and Configure new hardware and software, health checkup.
* Network monitoring and Connecting VPN client
* Worked for IT source technologies as **Desktop support Engineer** (2 Jan 2015 to 4th Aug)
* Call Management and allocation of support calls to the respective engineers.
* Network monitoring

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**Personal Details:**

Name : Naresh D Mamidi

Date of birth : 26th July 1989 (29 years)

Language known : English, Hindi, Marathi & Telugu

Marital Status : Single

Sex : Male

Nationality : Indian

Phone : **9769737562**/9870551131

**Hobbies:**

Reading Books, Playing Chess, Singing, Watching (Discovery, History channel)

Place: Mum

Date: (Naresh D Mamidi)