**Avinash Yaramachu**

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# **Summary**

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| * Over 3 years of extensive experience as Windows Support. * System Administrator Support with diversified experience in System Installation, Configuration, Administration, Troubleshooting, Maintenance and Management for Networks running on Microsoft platforms. * Maintaining the domain user account in Active Directory. * Building the System with windows Operating System and other local applications. * Daily Ticket updates by using SOM (Service-now) Ticketing Tool. * Installing and Configuration of Office 365 & MS Office 2010 * Handling outlook and excel issues (Office 365). * Solving the end user incidents remotely by using Log Mein remote Tool. * Troubleshooting of Lotus notes Client related issues * Performed hands-on administration, monitoring and troubleshooting of Local Area network (LAN), resulting in optimum performance and minimum downtime. * Providing timely support to client application related issues. * Having good work experience with client. * Sound communication skills, result oriented, open to learning new technologies and a good team player. |

# **Proffesional skills**

**Technical exposure**

* Providing the file sharing to user from different server folders.
* Installing Anti-Virus (McAfee) and Troubleshooting Virus Related Issues.
* Troubleshooting hardware problems.
* Through knowledge on different Hardware product like as HP, IBM, Dell servers and Cisco routers and switches.

**OPERATING SYSTEMS (OS)**

* Windows 2008,2010,2012 server
* windows 7,8,10

**TICKETING TOOLS SKILLS**

* Service now.
* CA Service desk

# **Experience**

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| Nityo Infotech | 04/2017 – 02/2020 |

Hyderabad // **Desktop Engineer – L1**

Domain: IT

Client: Dupont (Hyderbad)

Technology: Windows, Networking, Desktop

Summary:

The scope of work is providing support on windows Desktop Support, Network support.

**Responsibility’s:**

* Workings on Infra Ticketing Tool for call logging and close the same (service now tool).
* Maintaining the domain user account in Active Directory (Unlocking user accounts, resetting passwords).
* Building the System with windows Operating System and other local applications.
* Daily Ticket updates by using SOM (Service-now) Ticketing Tool.
* Installing and Configuration of Office 365 & MS Office 2010
* Handling outlook and excel issues (Office 365).
* Solving the end user incidents remotely by using Log Mein remote Tool.
* Installing & Troubleshooting applications Issue like SAP Client related issues, IBM Reflections, Enterprises Scan
* Installation of live link Image Viewer (Version: 9.7 & 10.5)
* Installation & Troubleshooting of Citi Bank and JAVA Related Issue
* Monitoring and execution of the helpdesk operations (incident logging & closing, fulfilling the user’s requests, end users feedback)
* Maintaining user IT Assets & IT stock. (Laptops, Desktops, etc...)
* Coordinating with Vendors for all the vendor escalations
* Troubleshooting of Lotus notes Client related issues
* Very good knowledge and experience on Servers, Laptop/Desktop Imaging process in corporate environments
* Identifying recurring problems, reporting trends to the Shift Leads & recommending solutions.
* Ability to handle multiple calls and perform under high-pressure environment.
* Have a good understanding and exposure of VPN and Wireless solutions in Corporate Environments.
* Excellent customer service and follow-up skills, passion for exceeding customer expectations.
* Ability to anticipate and look for creative ways to meet customer needs.
* Time management skills and ability to handle multiple tasks/projects simultaneously.

# Education

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| **MLR Institute of Technology**  *B. TECH – Computer science engineering* | 2012 – 2016 |

# Strength

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| * Positive Thinking * Good Self-Motivator |  |

# Declaration

I hereby declare that the above furnished information is true and correct up to my knowledge

**Place :**

**Date : Avinash.Y**