**Beeravalli Sai Ganesh Reddy**

**Email:** **beeravallisaiganeshreddy@gmail.com**

**Mobile No:8500350329,**

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**Objective:**

As I started my carrier with self-learning, quick thinking, team play with my self-motivation given me a strong understanding of Quality and Quantity, both to be delivered in-time to the client.

As a quick learner, I am seeking a position where I can expand my experience and learn new knowledge and utilize my experience and knowledge to increase both client satisfaction and the Organization overall reputation.

**Education:**

**Bachelor of Technology from Narasaraopeta Institute of technology 2018**

**Relevant Experience: System Administrator.**

**Total Work experience: Total 1 Year 10 months of Experience in various fields in IT.**

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| --- | --- | --- | --- | --- | --- |
| **Company** | **Domain** | **Job roles** | **From** | **To** | **T. Exp.** |
| **Wipro Technologies Pvt Ltd** | System  Administrator L2 | L2 (Printers config - Network troubleshooting, Windows/Linux installations, Linux Basics, Desktops / Laptops assembling) | Feb-2019 | Working | 1Y,10M |

* **Working as System Administrator.**
* **Worked as Desktop Support (Configuring Desktops, Printers, Troubleshooting H/W and S/W issues).**
* **Installing Linux Red hat OS & Troubleshooting.**

**Summary:**

* Operating systems win7, win8, win10 & Linux.
* Knowledge on Active Directory & Windows Client OS.
* Installing Linux Red hat OS & troubleshooting.
* System Hardware RAM, HDD, BIOS analysis and Host file system back backup and System services checking.

**Roles:**

* Managing Client remote Installations, Roles / user profiles configurations, Windows Desktops supporting.
* AD and Desktop user Profiles Management.
* Managing permissions on group level for users and domain computer objects – adding new machines domain objects.
* Incidents management for issues through ticketing tool and submitting reports on daily - weekly and monthly basis.
* Installation & configuration and troubleshooting of all applications client related & Antivirus based on client requires.
* Printers, Scanners and other I/O hardware and software drivers’ configuration.
* Configuring outlook client & IBM Lotus backup.
* IP address & unblocking the mac address and windows Firewall knowledge based on the application requirements.

**Windows:**

* Applications Installation and Configuration of system as per client requirement.
* Windows Backup services and Windows Server update services configurations and management and patching.
* Troubleshooting on various system and application issues of clients.
* User support monitoring and troubleshooting system performance, server & user related problems. Support users to resolve their day to day issues related to OS, Email, Account issues, hardware etc.
* Adding systems into domain and configuring SCCM.
* Working remotely by using tools like Remote Desktop connection, Windows Remote Assistance and SCCM remote tool.
* Providing Technical Assistance to Remote location Engineers.
* Technical Support and Systems Maintenance.
* Desktop user support to windows 7, 8, 10 users.
* Resolving issues for onsite user’s, Giving support by using telephonic conversation or through mail.
* Configuration of Active Directory, DHCP, DNS, TCP/IP, Clean server installation.
* Share Folder creations and permissions for users.
* Configuration and Installation of Biometric Devices.
* Managing and troubleshooting trust configurations b/w client and servers.
* Troubleshooting and resolving hardware and software issues on servers in a timely and accurate.
* Review new technology according to company direction.
* Managing S/W license & H/W warranty for organization asset – coordinating with vendors.

**Personal Details:**

* Full Name: Sai Ganesh Reddy .B.
* Date of Birth: 03-jun-1996.
* Father Name : Beeravalli Malla reddy.
* Nationality: Indian.
* Languages known: English, Telugu.

**Declaration:**

I hereby declare that the information furnished above is true to the best of my knowledge.

Place: Hyderabad

Date : 27-12-2020 (Sai Ganesh Reddy.B)