**EKANATH TATI**

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Mobile No: +91 9886506055

# Objective:

Seeking a Position, that helps me to enhance my knowledge and skills for the benefit of the Organization as well as me, in the field of information technology by challenging the tasks ahead at this young age.

**Responsibilities:**

* Having 4 Years of experience in Technical support.
* Installation, troubleshooting, technical support and administration Microsoft Windows XP, Windows 7/ 8, Windows 10.
* Troubleshooting desktop issues & user related issues.
* Managing Active Directory Users, Groups and Profiles.
* Planning and implementation of IP addressing scheme using sub netting.
* Installation, troubleshooting and managing of print servers and network printers.
* Experienced in Laptop Service with Software upgrading.
* Installation, troubleshooting and managing MS Outlook.
* Responsible to ensure SLA's are met, ensure proper management of high priority queries & monitoring the queue.
* 24x7 on call availability for a week on rotational basis.
* Resolving the issues over the telephone and by email.
* Interacting with users over phone and have screen sharing to troubleshoot the issues.
* Resolving Incident Tickets within SLA period of time.
* Troubleshooting issues within the limitations provided to me.
* Visit to client sites to help with installation, deployment, and troubleshooting
* Taking training sessions of new employees.
* RSA card activation, maintenance and troubleshooting globally.
* Troubleshooting Frequent Account lock out issue’s
* Troubleshooting Vpn issue’s
* Unlock and resetting the domain password’s in AD.
* Communicating with the customers from various countries and troubleshooting the issues with the operating system.
* User ID Management, Computer Account Management, OU Management for User ID & Computer Accounts.
* Deploying OS images via Windows Deployment Services (WDS).
* Account management (password reset, unlock, etc.) -both for SAP and Success factors domains. Create and Manage User/Computer accounts using the Active Directory.
* Create/Manage E-Mail groups, provide access and permissions, Provide File Share access as per the company’s IT Policy. Resource mailboxes (add/delete, send as permissions and access permissions).
* Success factors DL management - add/remove members, add/change owners.

**Technical Skills/ Abilities/Knowledge:**

* Service Now, IT Direct, Remedy Ticketing Tool.
* ITIL Management.
* Troubleshooting LAN, VPN & Wireless Networks.
* Desktop, Laptop & Printers hardware troubleshooting.
* Experience with MS Office Packaged and Mail Clients.
* Experience with Windows XP / VISTA / Windows 7/ Windows 10.
* Good knowledge about Active directory, DNS and DHCP.

**Professional Experience:**

* Currently working with NTT Data Global Delivery Services from Mar 2019.

Designation: Senior Associate.

* Company: InKnowTech Pvt Ltd.,

Client: SAP Labs

Duration: Feb 2018- Feb 2019

Designation: Member Technical

* Company: Teamware Solutions Pvt Ltd

Client: Tata Consultancy Services Limited

Duration: Jun 2015 – Jan 2018

Designation: System Engineer

**Strengths:**

* Good Communication skills
* Hard working skills, Self-learner
* Good team player
* Adaptive planning and goal setting.
* Good knowledge of computer hardware information such as CPU, Memory, Disk, Network, Bios.
* Strong knowledge of Microsoft Operating Systems.
* Fair knowledge in MS Word, Excel, PowerPoint, Access, Outlook.

**Education Qualification:**

B.E (Automobile Engineering).

# Personal Information :

Date of Birth : 17th July 1991.

Permanent Address : 302, Sri Venkateshwara Residency Ashok Nagar, Naidupeta,

Nellore Dist.

Languages Known : English, Telugu, Tamil& Kanada.

Marital Status : Single

Hobbies : Chess and Music

**Place**: Hyderabad India

**Date:**

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