**Chappidi Chittibabu
Email – chcbabu@yahoo.com**

Mob::+911 9642491221,08912890142

**Objective: -** I appreciate a challenging environment of work, where creativity and innovation are encouraged,handling complex problems with higher responsibilities and making significant contribution on my way up the organization

**Educational Qualifications**:

Bachelor of Science (Information Technology) - 2007

 Diploma in Electronics & Instrumentation – 1998

MCITP Server Administrator on Windows Server 2008

MBA (Hospital Administration )- Perusing –Andhra University

**Experience**

Working as accessor for aspiring minds conducting skill tests related to Field Technician-Computing and Peripherals since 2015- still date

**CMS IT SERVICES (Senior Technical Support Engineer)**

**(Client Location L&T Heavy Engineering ,SBC , Visakhapatnam , Andhra Pradesh)**

* Provides continual evaluation of processes and procedures. Responsible for suggesting methods to improve area operations, efficiency and service to both internal and external customers.
* Creates and maintains a high-quality work environment so team members are motivated to perform at their highest level.
* Addresses disciplinary and/or performance problems according to company policy.
* Prepares warnings and communicates effectively with employees on warnings and makes effective/appropriate decisions relative to corrective action as required.
* Assists the manager with daily operation of the Data centre.
* Works as a member/leader of special or on-going projects that are important to area/process improvement.
* Shares continual responsibility for deciding how to manage the employees, ensuring calls are handled efficiently and effectively.
* Establishes work procedures and processes that support the company and departmental standards, procedures and strategic directives.
* Uses appropriate judgment in upward communication regarding department or employee concerns.
* Provides daily direction and communication to employees so that customer service calls are answered in a timely, efficient and knowledgeable manner.

Hitachi Systems Micro Clinic Private Ltd(Team lead Support Services)(2018-April 2019)

(Client Location L&T Heavy Engineering ,SBC , Visakhapatnam , Andhra Pradesh)

Brandix Apparel India Private ltd (Oct2016-Oct 2018)

Vendor(Sai Saduguru Technology Services LLP**)**

 **User Support**

* To provide first line support to internal customers, assisting them with hardware, software, network and communications problems by phone, email and desk-side support
* To ensure all support calls and service requests are logged and administered using the appropriate service desk software and working to any agreed Service Level Agreement
* To ensure support calls are escalated to the appropriate member of the internal/external team, using the agreed escalation procedures
* To provide user support to staff in remote offices, making site visits as required
* To assist with the administration of staff joining, leaving or moving within the

organization in relation to the creation of user accounts, password creation, email accounts and security access

**ICT Services, Systems and Infrastructure**

* To assist with the installation of new hardware as required for new users or network / systems upgrades
* To assist with the maintenance of the ICT asset register, ensuring all assets are tagged and accurately recorded in the register.
* To assist with the creation and maintenance of all documentation relating ICT services and procedures

**Globarena Technologies Private Ltd(Jan18th 2014-Sep 2016)**

Joined as technical support and application support engineer, for different projects like Emarking solutins forJNTU Kakinada ,& BUJUPATNAIK University Odisha,

Center of Excellence for E Resource Development Software installation and implementation for all Engineering Colleges Affiliated JNTU Kakinada,AndhraPradesh

**ACS Limited Visakhapatnam,August 2012-Jan 17th 2014**

Worked as Team leader for various locations in Eastern Naval Command Visakhapatnam

Handling all types of calls related to servers, desktop and network

L1 & L2 Support Related to systems for the users

**Al-Othman Holding Company (Al Khobar, K.S.A) – March 07 – July 2012**

Joined as Technical Support Engineer supporting various divisions of the group by providing the following support services as follows:

***Responsibilities:***

* Active Directory Management for windows 2008 server

L1 & L2 Support Related to network for the users in Al-Othman Agri. Production and Processing Co , Nada international school and Nada compound family,K.S.A

* Monitoring the cyberoam and Generating Reports, and creating the user id and providing the internet by configuring the planet wireless modem with internet access for Nada Compound Family,
* Providing support services to the Nada International School K.S.A employees at large and maintaining server like l series terminal server for virtualization in the school labs, smartboards installation and configurations & ICDL lab Support,

**CMS Computers Ltd**. (Mumbai, India July 06 – Feb 07): Is a leading IT outsourced business services provider with extensive reach across India.

**Joined as** Technical Support Engineer in providing support services as follows:

**Responsibilities:**

* Installation and maintenance of DHCP Server, Fileservers & DNS Server
* Managing more than 900 Desktops and laptops with team
* File server’s Quota management maintaining
* AD User id creation, assigning rights to the user’s id

**PCS Technology Ltd, India (Dec 03 – June 2006): -** A fully intergraded IT solutions company in providing global IT services.

Joined as Group leader (7 different locations)

* Assigning calls to the engineers as per the log seat

**DS UNICS InfoTech Ltd (Jan 2001 – Nov 2003): -** UNICS InfoTech ltd is a franchise of Wipro InfoTech ltd located at Rajahmundry having branches all over Andhra Pradesh.

Joined as Service Engineer with following role responsibilities.

* IT Support for clients like Andhra paper mills, Andhra banks, State banks Gramena banks,GVK Industries ltd , APSCHOOLS, Andhra banks E-seva Kendra’s etc.
* Also worked as Resident Engineer for Arya-puram Co-operative Urban bank ltd handling software, hardware and network calls for six branches located at Rajahmundry.

 **Personal Information :**

Date of Birth : 27-06-1978

Permanent Address : D.no 60-31-60 Janatha Colony , Malkhapuram

 Visakhapatnam-11

Languages Known : English, Telugu, Marathi, Hindi and Arabic

Passport Details : M1499696 Date of Expiry: 25/18/2014

DATE : **CH.CHITTIBABU**