SV Sesha Rao Email:seshu.sv39@gmail.com Mobile: (+91) 9505187142

# Profile Summary:

* Experienced as a DESKTOP SUPPORT ENGINEER with 3.6 years of experience in IT industry.
* Eager to learn new technologies and methodologies.
* Always willing to innovate the new things which can improve the existing technology.

# Experience: - 3.5 Years

* Worked as a Desktop Support Engineer
* Duration- January 2019 to Till date at Delcom Technologies
* Client- Delcom

# Technical Skills:

* Having personal machine with windows 10 OS and 50 MBPS and above internet connectivity.
* willing to work for 24/7 support model, comfortable to work in any shift.
* knowledge on Experience with Exchange 2010,2013 and 2016.
* Experience with windows server 2012 and 2016.
* Office365 security and compliance related Outlook: Microsoft office applications &Outlook 2010/2013/2016.

# Roles and Responsibilities as Desktop support:

* Experience in Networking & Desktop Support.
* Installation Troubleshooting Operating systems windows (client's& servers**)**
* Software installation and troubleshooting of all types of customer-oriented problems, Network setting for TCP/IP and internet setup.
* Troubleshooting of hardware and software application problems.
* Configuration & troubleshooting of Desktop/Laptops for L1 managing backup and recovery.
* Configuration & troubleshooting of printer& LAN related issues reported by users.
* Exposure in Active Directory user’s creation & deletion.
* Troubleshooting hardware, Software & networking problems.
* User group policies creation & modifications.
* Monitoring of virus issues through Symantec Endpoint Protection antivirus.
* Regular data & Mail backup of MS outlook (PST files)
* Password creation & resetting to end users through remote desktop.
* Good Experience in configuring & troubleshooting of MS Outlook 2007/10/13/16.
* Remotely resolving application problems and network problems and mail configuration.
* Knowledge on networking (network types, topologies, network requirements, protocols- (OSI, TCP/IP).
* Configuration and installation of Active Directory Domain Services (ADDS),Domain Naming Services (DNS), Dynamic Host Configuration Protocol (DHCP), VPN.
* Removing Virus, Preventive Maintenance, Asset Management.

# Education Qualifications:

* Engineering from SITAMS Engineering College – JNTUA with 63.15%aggregation in 2013.
* Intermediate from SRI SAI junior college with 82.5% aggregation in 2008.
* SSC from AP RESIDENTIAL School with 83 % aggregation in 2006.

# Personal Skills:

* Highly motivated and eager to learn new things.
* Ability to produce best result in pressure situation.
* Excellent communication skills in written and verbal both.
* Ability to work as individual as well as in group.

# DECLARATION:

I SESHA RAO do hereby confirm that the information provided above is true to the best of my knowledge.

Place: Bangalore

Date:23-06-2022 (SV SESHA RAO)