

TARUN M



GET IN CONTACT



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#2, old corporation quarters, HAL 2nd stage
Kodihalli, Bangalore- 560008

PERSONAL PROFILE

To impart and acquire skills and knowledge in the concerned field of work while aiming towards higher growth and better prospects for the institution through my competency, hard work, dedication for the organization and adaptability at multidisciplinary jobs.

ACADEMIC HISTORY

KRLS Patil Rama Reddy English
Medium school

Year of Completion 2017
| 82.3%

Vidya PU college

Year of Completion 2021 |
Affiliated to PUC | 64%

CERTIFICATIONS

- Infrastructure Management Service Course MNA+ Cloud (Master's in Network Administration) From Jetking-Rajajinagar

WORK EXPERIENCE

SERVICE DESK ANALYST

LARSEN & TOUBRO INFOTECH UNDER IT SOURCE PAYROLL
| MAY 2020 - PRESENT

- Responding to client IT Support requests.
- Providing technical support on-call or via the remote- access system.
- Tracking and managing work records.
- Providing VPN access to associates based on their Projects.
- Nagios: Monitoring and acknowledging Network Utilization, Server Disk Utilization, Network device and Server health status - Up and down.
- Offering Solution that meets the need of the client. Ability to provide support for AVP's and senior-level management in a professional and proficient manner.
- Ability to create technical documentation and SOPs on current trend issues.
- Incidents management on Service-Now tool.
- Consulting external clients on Microsoft Products and Cisco WebEx.
- Expertise in troubleshooting MS Office applications Including Skype, MS Teams, Excel, Office, OneDrive.
- Cisco WebEx Administration – Creating WebEx account for end-users, WebEx troubleshooting in endpoints.
- Creating and modifying user account in Active Directory.
- Troubleshooting Complex Mobile issues.
- McAfee E-Policy Orchestrator - Adding end-user to McAfee, Disk Encryption, providing on-call support to recover endpoints.
- Bit locker Encryption- Providing on-call support to recover endpoints.
- Understand basic networking fundamentals (IP, DHCP, DNS)
- Downloading, installing, and configuring software as per user requirements.
- Multifactor authentication (MFA) - Adding and Reset resource in Azure portal
- Creating and modifying DL on exchange admin center and Active Directory (AD)
- Terminating all rights and access from all application post user relived.
- Creating FileZilla account in FTP server to share the data for external domain.