

CURRICULUM VITAE

Udayshankar TM

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CAREER OBJECTIVE:

To pursue a challenging career and be a valued member in an organization where competitive environment that encourages innovation, learning and creativity.

EDUCATION:

Qualification/ Board	Year of Passing	Board	Institution	Percentage or SGPA
Bachelor of Engineering in Electrical and electronic Engineering	(2019)	Visvesvaraya Technological University	Vidya Vikas Institute Of Engineering and Technology, Mysuru.	6.02
Pre University	2015	Karnataka State board	JSS PU College Mysuru	78%
SSLC	2013	KSSEB	JSS High school Mysuru	85.34%

WORK EXPERIENCE :

Presently working as Technical support in Information technology department at Myntra Designs PVT. LTD. From January 30th 2020.

Responsibilities:

- Handling all IT related issues (software and hardware) such as VPN issues, Gmail issue, Authentication issue, AD related issues.
- Updating the bios for troubleshooting.
- Providing remote support for the employees through Zoom or google meet.
- Installation of software.
- Access Management and access related issues.

- ID creation and deletion.
- Maintaining resolution and response SLA.
- Assisted with updating technical support best practices for use by team.
- Provided Tier 1 IT support to non-technical internal users through desk side support services.
- Resolved diverse range of technical issues across multiple systems and applications for customers and end users across various time zones.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Provided documentation on troubleshooting of technical processes to support desk staff.
- Used ticketing systems to manage and process support actions and requests.
- Resolved escalated issues by serving as subject matter expert on wide- ranging issues.
- Configured hardware and granted system permissions to new employees.
- Provided inter-departmental collaboration by escalating unresolved issues to appropriate support functions.
- Working over ITIL framework.

TECHNICAL KNOWLEDGE:

- Programming Languages Known (Basic) C++,
- Technical skills - MATLAB, Electrical CAED.
- MS office

PROJECTS UNDERTAKEN:

- Gravity powered smart lamp.
- Speech to text convertors for deaf and dumb people.

PERSONAL STRENGTHS:

- Eagerness to learn new things.
- Good team worker.
- Easily adaptable to working environment.

INDUSTRIAL EXPOSURE:

- Completed internship from KPCL Bengaluru on solar power plant.
- Completed internship from KPTCL Hootgally Mysuru in 2017.
- Visited solar power plant shivanasmudra at 2018.
- Visited gas substation in mysuru in 2018.

PARTICIPATIONS & ACHIEVEMENTS:

- Actively participated in MGIRD training on small scale solar and wind plants.
- Attended PCB workshop.

PERSONAL DETAILS:

Date of Birth : 09-06-1997
Gender : Male.
Marital Status : single.
Blood group. : B+.
Nationality : Indian.
Languages Known : Kannada, English, Hindi.
Hobbies : Cooking, Reading novels, listening to music.
Address : S/O Marulasiddaiah TS, Tandaga post, Hosadurga tq,
Chitradurga dist. 577597

DECLARATION:

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

PLACE: Bengaluru, India

DATE:

(Udayshankar TM)