Chakri Nitesh Yalamarthi

Phone: +91-8978783857

E-mail: chakrinithesh70@gmail.com

Professional summary

Have total 2.11 years as a L1 support engineer specializing in Networking issue Experienced with all stages of the troubleshooting and analysis of issue form the ground level

Professional Experience

Redcentric Support Services Private Limited   Support Analyst   June 2021 to July 2022

Roles And Responsibilities:

- NOC Alerts monitoring and escalating the tickets to respective teams within SLA's.
- Responsible for Initial triage of Backup related events.
- Addressing and network basics, basic network troubleshooting, password resets and login troubleshooting.
- Good Knowledge on the triage of network issue and desktop issue form the ground level
- Good knowledge on the install the software through SCCM Sever.
- Able to support to the end-user in on call and through mail and remote.
- Experience implementing and supporting Windows and Microsoft Office applications
- Strong experience and good knowledge on the following Microsoft Products (Windows OS, Active Directory, SCCM, MS-Office)
- Ticking tool – BCM remedy, HPSM.

Teach Mahindra   L1-Support engineer   August 2019 to June 2021

Roles And Responsibilities: -

- Proficient in handling escalated calls and providing 1st & 2nd Level Technical Support to end-users.
- Microsoft Outlook, Outlook Express configuration, backup, troubleshooting
- Configuring & Managing DNS, DHCP & Active Directory.
- Managing & Monitoring Network & Coordinate with Vendor.
- Provided the Remote support & Net meting support using following software Team Viewer7, Webex, Teams
- Installation of Antivirus, Patches & Updates from Backend side & frontend both.
- Experience in installation of Windows, configuration, technical troubleshooting, support of server Hardware, operating systems, Microsoft application software and peripherals, office 2013,2016,2019 Windows 7 & Windows 8 & windows 10.
- Ticking tool – BCM remedy

Technical Skills

- Operating System   :   Windows 7,8,10 ,Linux.
- Window 2016 Administration   : Installation Windows 2016 Server, Active Directory Installation, Implementing DNS Server, creating
- Networking Services   : DHCP, creating domain control, DNS

- Others   : Troubleshooting of PC's, Windows Update & antivirus, Installation & Troubleshooting of operating system's (windows 7 and windows 8, 10), Configuring MS Outlook and its troubleshooting, Configuration & management of DNS, DHCP & Active Directory Installation.
- Pursing – Devops -AWS – Linux

Education

Bachelor of Technology in Computer Science and Engineering from Jawaharlal Nehru Technological University Anantapur – 59.99%   **2014 -2020**

Board of Intermediate Education from   Narayana junior College, Nellore   **2012-2014**

 64.9%

S.S.C: Narayana concept school, Nellore   **2011-2012**

5.3 GCPA

Strengths:

- Confidence.
- Good Communication
- Flexible to work in any shift
- Ambitious.
- Hardworking.
- Self-learning

Interest and Hobbies:

- Browsing and learning new technologies.
- Watching movies.
- Spending times with friends.

Personal Profile

Name   :   Chakri Nitesh. Y
Father Name   :   Raghavendra Rao .Y
Date Of Birth   :   25th April 1996
Gender   :   Male
Marital status   :   Single
Nationality   :   India
Address   :   D .no: 23-13-625, C I Building Street ,Near NCC office ,B V nagar, Nellore -524004.

Declaration:

I hereby declare that the information furnished above is true to the best of my knowledge and belief.

Name:

Date: