Reddy Kalyan

Desktop Support Engineer

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| OBJECTIVE |

To work for an organization and utilize my skills, learn new things for the benefit of the organization as well as for myself.

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| WORKING EXPERIENCE |

* Working as Desktop Support Engineer at Birlasoft Bangalore from June 2020 to June 2022

Job Descriptio

* Provide support Desktops, Laptops, Printers and Network issues.
* Having Around 2 years of IT helpdesk engineer Experience in IT team.
* Remote support through MSTSC, Skype, Teams, Remote Desktop to solve Windows and Software issue.
* MS Outlook, configuration, management and troubleshooting, backup/restore.
* Installation and troubleshooting of all kinds of applications used in Company .
* Folder sharing, access permission
* Troubleshooting issues in Mails, operating systems, desktop software, servers and networking device.
* Configure access to Shared Folders, manage shared Folder Permissions, Configure file System Permissions, Ownership of files and folders.
* Installation, Customization and Administration of Windows operating system
* Configuration of New user Profile, IP Address and LAN.
* Installations Printer of different Vendors and trouble shoot the Setting and Configuration. .
* Solve internet related problem Configuration Basic TCP/IP Setting.
* Basic Level Network & Server Monitoring, Coordination with concerned users.
* Managing and Controlling User accounts in Active Directory, Various permissions through Group Policies.

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| SKILL SET |

* Desktop Troubleshoot
* Operating System Installation and Configuration
* Outlook Installation, Configuration and Troubleshoot, Backup/Restore
* Windows Server, Active Directory, User Profile Management, DHCP, DNS
* Ms Office, Ms Word, Ms Excel, Ms Powerpoint

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| EDUCATIONAL QUALIFICATION |

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| S.No | Degree / Course | Institution | Board/  University | Year of Passing | Percentage / CGPA |
| 1. | B.SC | Vasantrao Naik Marathwada Krishi Vidyapeeth, Parbhani | Parbhani University | 2020 | 69% |
| 2. | Intermediate | Sri Chaitanya Jr College, Tirupthi | Board of intermediate Education | 2016 | 73% |
| 3. | SSC | Kiran ENG School | Board of Secondary Education | 2014 | 88% |

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| SOFTWARE PROFICIENCIES |

* Operating Systems: Windows, Linux.

Extra-Curricular Activities

* Took part in Volleyball tournament held at school level
* Took part in Cricket Tournament held at college level

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| SUMMARY OF SKILLS |

* Positive attitude towards work
* Self-Motivated.