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| **Amani** |
| [**Amani.373660@2freemail.com**](mailto:Amani.373660@2freemail.com) |

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| **CAREER OBJECTIVES** |

Seeking the opportunities to utilize my skill & ability that offers professional growth while being resource full innovative & flexible

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| **TECHNICAL DETAILS** |

* Basic programming knowledge in C and C++.
* Knowledge of SQL as back end technologies.
* Knowledge of VISUAL STUDIOS.
* Basic knowledge in WEB DESIGNING as a front end technology.
* Basic knowledge about networking software and hardware

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| **EDUCATION BACKGROUND** |

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| NAME OF COURSE | NAME OF INSTITUTE | BOARD OF UNIVERSITY |
| BCA | AIIS | Bangalore University |
| PUC | St.Aloysius PUC (PCMB) | Karnataka Pre-University Board |
| 10TH STD | Maria Niketan High School | SSLC |

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| PROJECT |

Gas agency management system : It is software developed for a particular gas agency to maintain and provide customer service

Front End : Visual Basic 6.0

Back End : Oracle 10g

Hotel management system : It is a client side application were a client online finds a hotel rooms details and books a room

Front End : Visual Studio 2012

Back End : MS Sql sever R2 2008

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| **PROFESSIONAL EXPERIENCE** |

### Company Name: ITC Infotech

**Duration**: Since May 2015 to till date

**Job description:**

* **IT Executive**
* Troubleshooting network and all MS application issues.
* User access management
* P1 and P2 and major incidents coordination.
* Make sure the ticket is worked by the right work group and resolved within the SLA.
* Keep the stakeholders informed about the status of the ticket.
* Discuss and decide the priority of the incident based on the parameters.
* Follow up with the work groups on regular basis to have the lower priority ticket updated or resolved.
* Server Monitoring

### Company Name: [Hewlett Packard](http://www8.hp.com/in/en/contact-hp/office-locations.html)

**Duration**: June 2015 to April 2017

**Job description:**

* **Technical Support Engineer**
* Troubleshooting network and all MS application issues.
* User access management
* Voicemail and IP Phones
* **Incident Life-Cycle coordinator(have considerable knowledge)**

Achievements

* Received several certificates for top Csat contributor,top performer,team player

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| **PRACTICAL KNOWLEDGE** |

* Virus Removal, Spyware, Adware.
* Microsoft Office Support (installation issues, Word issue, excel issue)
* System Maintenance (Windows XP, Vista and Windows 7)
* Managing Backups
* Operating Systems issues (Windows 2000, XP, Vista, 7)
* Installation & Configuration of Antivirus Packages like Norton, MacAfee, AVG, etc.

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| **CONFERENCE/ SEMINAR/WORKSHOP/ATTENDED**: |

* Cyber Crime
* Carrier Guidance
* Computer Hardware

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| **PERSONAL SKILLS** |

* Positive Attitude, Determined, High Energies.
* Excellent verbal and written communication skills.
* Ability to deal with people diplomatically.
* Good Solitary as well as a Team Worker.
* Have good decision making and analytical skills

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| **PERSONAL PROFILE** |

Name : Amani

Date of birth : 30th June 1992

Gender : Male

Nationality : Indian

Relationship Status : Single

Languages known : English, Hindi, Kannada, Tamil, Telgu

Hobbies : Listening to music*,* watching movies, gaming*,* I love to go on long bike

rides

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| **DECLARATION** |

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

Amani

Place : Bangalore

Date :