**Curriculum Vitae**

**Nikhilesh**

**Email:** [**nikhilesh.390122@2freemail.com**](mailto:nikhilesh.390122@2freemail.com)

***Profile Summary:***

Skilled IT Support Engineer with 3 years of experience in providing comprehensive technical support to end-users in financial, Software industries. Successful in installing, upgrading, and configuring innovative applications on Windows operating systems and providing technical support to optimize workflows and minimize business interruptions.

***Education:***

* **Bachelors** in Electronics and Communication Engineering from **JNTUH** in 2016 with 61%.
* **Diploma** in Electronics and Communication Engineering from **SBTET** in 2011 with 69%.

***Technical Qualification:***

Jetking Certified Hardware and Networking Engineering JCHNE from Jetking Institute, at Hyderabad.

***Area of Expertise:***

**1**. PC hardware and Software **2**.CISCO Routing and Switching.

***Professional Experience:***

**1. Karvy Computershare (Feb 2017- April 2018)**

**Company** : **Karvy Forde Search (i) Pvt Ltd**

Client Location : Karvy Group, Gachibowli Nanakramguda hyderabad.

Job Role : System Admin.

Size of the Organization : 2,000 + users.

**Job Responsibilities:**

* Performing end-user troubleshooting related to computer hardware, software and network connectivity issues.
* Installing &troubleshooting the Needed Application Software
* Managing Symantec Endpoint Protection Antivirus (Client).
* Configuring Outlook for users and backup there mails on regular basis.
* Installation LAN card, Network Printers, Scanner and Wi-Fi Access points etc.
* Resolving regular day-to-day issues logged by users at IT Helpdesk Ticketing Tool with a team of engineers.
* Responsible for timely attending the tickets within the "Response Time" and following the technical and functional escalation matrix.
* Remote administration with Windows RDC or Dameware software.
* Recommending and implementing new hardware and software changes if required to increase efficiency of the infrastructure.
* Studying & planning for any upgrades and patches of the Microsoft Products that are released.
* Evaluating the needs and proposing, liaising with vendors for quality support and prompt delivery of ordered goods.
* Maintaining Software & listing of Software licenses owned by the organization and listing of Hardware/Network Equipment Assets.
* Provides backup support and assistance to the Network Administrator as needed.

**2. Techsperts Software Solutions (June 2011- May2013)**

**Job Role: Desktop Support Engineer**

**Job Responsibilities:**

* Install, upgrade,support and troubleshoot XP, Windows 7 and Microsoft Office 2007 and other authorized desktop applications.
* Install, upgrade,support and troubleshoot computer hardware and other  
  authorised peripheral equipment.
* Customize desktop hardware to meet user specifications and site standards
* Use diagnostic tools to troubleshoot problems associated with network  
  connectivity, and workstation hardware/software
* Performs general preventative maintenance tasks on computers, laptops, and other authorized peripheral equipment

***Skills:***

**Hardware Skills:**

* Assembling & Dissembling PC Hardware and troubleshooting.
* Installing all kinds of Network printers, scanners and webcam etc.
* Installing LAN Cards, Switches, Wi-Fi Routers.
* Crimping LAN Cables.
* Installing Projectors and configuring VC.

**OS Skills:**

* Installation of Windows Server (20xx) and Client Operating Systems.
* Creating and managing ADDS, DNS, DHCP.
* Creating users and group polices and setting up the permission.
* Managing local users and groups, files and folders, desktop settings.
* Working with disk management, backup and restoring data.
* Windows Administrative Tools.
* VMware & Hyper –V Virtualization.
* Linux Basic Operations.

**Networking Skills:**

* Deep knowledge on OSI model and TCP/IP Protocols**.**
* IP addressing & Sub netting.
* Initial Configuration of Interconnecting devices like CISCO Routers & Switches.
* Creating VLAN’s.
* Configuring Access Control List (ACL).
* Configuring Spanning Tree Protocol (STP).
* Configuring NAT or PAT.
* Configuring Static and Dynamic Routing Protocol like RIP, RIP V2, IGRP, EIGRP & OSPF etc.
* Basic knowledge on Analysing Network Packets using Wireshark Tool.

***Personal Details:***

**Date of birth** **:** 9th April 1990.

**Nationality :** Indian.

**Marital Status :** Single.

**Languages known** **:** English, Hindi,Telugu.

**Notice period :** Can join immediately