

# RESUME

CHITTELA MAHESH

DESKTOP SUPPORT ENGINEER

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## OBJECTIVE

Highly motivated and detail-oriented Desktop Support Engineer with one year of professional experience, seeking to leverage my technical expertise and exceptional problem-solving skills to provide top-notch IT support and enhance end-user productivity. Committed to delivering excellent customer service and contributing to the seamless operation of IT systems.

## PROFESSIONAL EXPERIENCE

- Around +2 years of IT Experience in DESKTOP SUPPORT ENGINEER.
- Hands on Experience on Respond to help desk tickets, emails, or phone calls from endusers seeking technical support. Listen carefully to their issues and ask relevant questions to understand the problem thoroughly.
- Hands on Experience on Attempt to resolve issues remotely using remote support tools like global service desk (GSD), ServiceNow, or Remote Desktop Connection. Provide clear and concise instructions to users for troubleshooting or resolution steps.
- Hands on Experience on If remote support is not sufficient, provide on-site assistance to end-users at their workstations or offices. Diagnose and resolve hardware and software problems, including issues with operating systems, applications, and peripherals.
- Hands on Experience on Set up and configure new desktops, laptops and other peripherals for new employees or replacements. Ensure all hardware components are functioning correctly and compatible with the existing IT infrastructure.
- Hands on Experience on Install and configure software applications according to company policies and user requirements. Keep software up-to-date by applying patches and updates regularly to ensure security and performance.
- Hands on Experience on Troubleshoot network connectivity issues, such as Wi-Fi problems , Work with network administrators to address more complex network-related problems.
- Hands on Experience on Maintain detailed records of all support activities, including ticket updates, resolutions, and user interactions. Contribute to the development of knowledge base articles for common issues and their solutions.
- Hands on Experience on Provide training to end-users on using specific applications or tools effectively. Educate users on IT best practices and security guidelines.
- Hands on Experience on Collaborate with other IT teams, such as network administrators and system administrators, to resolve complex issues or implement IT projects. Participate in meetings and discussions related to IT infrastructure improvements and upgrades.
- Hands on Experience on Assist in maintaining an accurate inventory of hardware and software assets. Help with asset tracking, updating, and retirement procedures.

- Hands on Experience on Conduct routine maintenance tasks, such as disk cleanups, system optimizations, and hardware inspections, to prevent potential issues.

### **OVERALL IT SUMMARY:**

- User Support and Issue Resolution, Provided frontline IT support to end-users across the organization.
- Hardware Setup and Configuration.
- Troubleshooting User Issues
- Remote Support
- Network Connectivity and Troubleshooting
- Software Installation and Updates
- Hardware Inventory Management
- Problem-Solving and Critical Thinking
- Ticketing Systems

### **TECHNICAL PROFICIENCY:**

- Operating System : Windows 7, 8, and Windows 10.
- Packages : SCCM , Azure Basics , MS Office , MCSA .

### **ACADEMIC SUMMARY:**

- Bachelor of Computer Science
- Acharya Nagarjuna University Year of passing – 2018.

### **EXPERIENCE**

Name of Company : Client **[HSBC]**, Payroll **[Shro Systems Pvt Ltd]**, Hyderabad

Designation : DESKTOP SUPPORT ENGINEER

Period : 2022 Present.

### **ROLE AND RESPONSIBILITIES :**

- Provided technical assistance to end-users, troubleshooting hardware and software issues.
- Conducted routine maintenance and repairs on desktops, laptops, and peripherals.
- Resolved software conflicts, installation errors, and application-related problems.
- Assisted with Windows operating system issues and configurations.
- Ensured network connectivity and resolved network-related problems.
- Configured and deployed new workstations according to organizational standards.
- Provided remote support to off-site users, resolving technical issues remotely.

- Implemented data backup strategies and assisted in data recovery.
- Logged and tracked support requests using ticketing systems.
- Configured and troubleshooted peripherals like printers .
- Implemented IT security measures to protect systems and data.
- Maintained detailed records of support activities and created troubleshooting guides.
- Assisted with mobile device setup and troubleshooting.
- Provided excellent customer service, ensuring positive user experiences.
- Analyzed and resolved complex technical issues efficiently.
- Managed software updates and patches for desktops.
- Utilized email, chat, and remote collaboration tools to interact with users and team members.
- Engaged in continuous learning and professional development to stay updated with technology advancements.

## PERSONAL PROFILE

Father's Name	:	Srinivasulu
Nationality	:	Indian
Marital status Gender	:	un-married
Gender	:	male
Languages Known	:	English, Telugu
Present Address	:	Guldur(v),Prakasam district, Andhra Pradesh.

## DECLARATION:

I hereby declare that above all the information given by me is true and best of my knowledge and belief

Date:

Place:

(CHITTELA MAHESH)