

# PRASANTH YALLA

## IT Support Engineer

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Dubai (UAE)

### EXPERIENCE

#### IT Support Engineer

##### Freelancer India pvt Ltd

INDIA

- managing and maintaining the organization's network, ensuring it is secure, stable, and efficient.
- supporting and troubleshooting hardware and software issues for end-users.
- managing the organization's data, including backups, storage, and retrieval.
- monitoring and maintaining the organization's systems to ensure maximum uptime and performance.
- sourcing, purchasing, and maintaining IT hardware and software assets.
- participating in IT projects, including planning, implementation, and execution.

#### IT Support Engineer

##### JustAnswer

INDIA

- Providing timely and accurate information to customers and escalate the issues to higher authority if needed
- Adhering to company policies and guidelines while interacting with customers
- Identifying opportunities to improve customer service experience and recommending process improvements
- Ensuring customer satisfaction by going the extra mile to resolve their issues
- Maintaining professional relationships with customers and colleagues.

#### IT Support Engineer

##### CMS IT Services (Client- Indigo Airlines)

INDIA

- Managed and maintained the company's network infrastructure including firewalls, switches, and routers.
- Developed documentation and training materials for end-users to improve overall technical proficiency.
- Managing and troubleshooting network issues for both LAN and WAN infrastructure.
- Monitoring network performance and taking proactive measures to prevent network downtime.
- Interacting with customers, vendors, and other stakeholders to design and implement solutions that meet their needs.
- Collaborating with cross-functional teams, including security, operations, and application teams.

#### IT Support Engineer

##### Lupin Pharma

INDIA

- Diagnosed and resolved hardware and software related issues for end-users.
- Performed upgrades, maintenance, and repairs for desktops, laptops, printers, and other peripherals.
- Managed and maintained Active Directory and Exchange email accounts.
- Configured and installed software applications, security patches, and updates
- Provided remote and onsite support to clients.



### SUMMARY

Highly skilled and motivated IT Support Engineer with [6] years of experience providing exceptional technical support and problem-solving skills. Proficient in diagnosing and resolving complex hardware and software issues, ensuring seamless operations and user satisfaction. Adept at building positive relationships with clients and colleagues to deliver top-notch IT support. Seeking to contribute expertise and dedication to a dynamic IT team.

### EDUCATION

#### Degree

Bachelor of Computer Science

#### Schooling

BHASHYAM PUBLIC SCHOOL

#### Diploma

Electrical & Electronics Engineering

### LANGUAGES

English	Proficient	●●●●●
Hindi	Proficient	●●●●●
Telugu	Native	●●●●●

## EXPERIENCE

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### IT Support Engineer

Hathway Datacom

INDIA

Network Provider company

- Provided technical support to the organization's personnel on computer software applications and hardware devices.
- Troubleshoot and resolved issues concerning network connectivity of clients and supported Windows XP, 7, 8, and 10 desktops.
- Installed and configured software updates, patches, and drivers following industry standards and company procedures.
- Managed company's Active Directory, DHCP, DNS, and Group Policy implemented IT security protocols, data backups, and disaster recovery plans.

## SKILLS

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Technical Troubleshooting ·

Hardware and Software Installation ·

Network Administration ·

IT Documentation ·

Customer Service ·

Problem Resolution ·

Active Directory Management ·

Data Backup and Recovery ·

Hardware Inventory Management ·

Training and User Support