CURRICULUM VITAE

MAHESH JALLA

Phone: 971-566993657

Email: jallamahesh87@gmail.com

Profile Summary:

A skilled Desktop Support Engineer with 2 of experience providing technical assistance and support to end-users in diverse IT environments. Proficient in troubleshooting hardware, software, and network issues to ensure minimal downtime and optimal system performance. Strong interpersonal and communication skills, adept at collaborating with cross-functional teams and delivering exceptional customer service.

Work Experience:

Desktop Support Engineer Infosys Ltd Hyderabad Aug,2022 – Dec2023

- Provide technical support to end-users via phone, email, and in-person to resolve hardware, software, and network issues.
- Install, configure, and maintain desktop computers, laptops, printers, and peripherals.
- Perform system upgrades, patches, and software installations as required to ensure security and functionality.
- Administer user accounts, permissions, and access rights in Active Directory.
- Troubleshoot network connectivity issues and resolve DNS, DHCP, and TCP/IP configuration problems.
- Collaborate with IT teams to implement and maintain IT infrastructure projects and initiatives.
- Document support activities, solutions, and procedures to create knowledge base articles for future reference.

Administrative Assistant
Phonepay Pvt Ltd. Hyderabad, Telangana
[March,2021] - [July 2022]

- Assisted in organizing and maintaining office files, records, and databases.
- Managed incoming and outgoing correspondence, including emails and letters.
- Scheduled appointments, meetings, and conference calls for department members.

- Prepared meeting agendas, materials, and presentations as required.
- Handled general inquiries from clients, vendors, and other stakeholders.
- Assisted in coordinating office events, such as conferences and workshops.

Technical Skills:

- Desktop Hardware & Software Troubleshooting
- Operating System Installation & Configuration (Windows, macOS, Linux)
- Network Connectivity & Configuration
- Active Directory Management
- Hardware Maintenance & Upgrades
- Software Installation & Patch Management
- Remote Desktop Support
- IT Security Best Practices
- Customer Service & End-User Support

Education Qualification:

B.SC computer science from Nishitha degree college, Telangana University Hyderabad.
Intermediate (MCPc's) from Sri Vijaya Sai Junior College Telangana
SSC from Vamsi High school Bodhan, Nizamabad, Telangana

VIST VISA:
   Passport No: W-4011707
   Passport Issue Date:24/08/2022
   Visa Status: VISIT VISA

PERSONAL DETAILS:
   Name: Jalla Mahesh
   Fathers Name: Jalla Gangadhar
   Date of Brith:27-12-1993
   Gender: Male
   Marital Status: Married

DECLARATION

I hereby to declare that all the information mentioned above is true to the best of my knowledge.

 Place: Abu Bhabhi
 Date:

Thanks Sincerely,

J MAHESH