



# GUDIPATI H R N V D SANTHOSH

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## OBJECTIVE

A highly skilled and dedicated Technical Support Engineer with over 3+ years of experience seeking a challenging role to utilize my technical expertise and problem-solving skills to provide exceptional support and ensure customer satisfaction. Areas of expertise include maintenance and security. Proactive in establishing backup and recovery processes and protocols to protect and retain valuable company data. And addressing technical issues related to the tool.

## PROFESSIONAL SUMMARY

- Over 3+ years of experience as a Support Engineer providing technical assistance to staff and resolving complex issues.
- Strong knowledge of various operating systems, networking protocols, and software applications.
- Proven track record of working under pressure and meeting deadlines while maintaining a high level of customer satisfaction.
- Excellent communication and interpersonal skills with the ability to interact effectively with both technical and non-technical users through chat & voice calls.

## SKILLS

- Proficient in troubleshooting and diagnosing technical issues in a timely and effective manner.
- Strong knowledge of operating systems including Windows, and RDP.
- Familiarity with MS SQL platforms such as SQL server.
- Excellent communication skills with the ability to explain technical concepts to non-technical users.
- Proven ability to work independently and in a team environment.

## WORK

## EXPIERNCE

### SQL DBA

03-2020 to 06-2021

**Andhra Pradesh Mahesh Cooperative**

**Urban Bank Ltd | Hyderabad, India**

- Developed and maintained SQL queries, stored procedures, and functions to support application development and data analysis.
- Designed and implemented efficient database structures using data modeling techniques, resulting in improved performance and reduced redundancy.
- Provided technical support and troubleshooting for database-related issues to the development team

WORK  
EXPIERNCE

07-2021 to 06-2023

TECHNICAL SUPPORT ENGINEER

Andhra Pradesh Mahesh Cooperative  
Urban Bank Ltd | Hyderabad, India

- Provided technical support to staff via Voice Calls.
- Resolved complex technical issues related to hardware, software, and networking.
- Software Troubleshooting & Problem Solving.
- Proficient experience in (MS Office, Typing (45 WPM), Printer Troubleshooting)
- Escalated issues to appropriate teams when necessary to ensure timely resolution.
- Assisted employees with technical issues related to hardware, software, and networking.
- Expertise in Configuring “**ACTIVE DIRECTORY**”
- Escalated complex issues to appropriate teams for resolution
- Excellent skills on installation of various types of Windows Operating Systems.
- Strong skills on Wireless Networks, Vpn & RDP.
- Working knowledge of Office products and Computer Peripherals, like Printers,Scanners.

EDUCATIONAL  
DETAILS

- **B.Tech (C.S.E) - HIMALAYN UNIVERSITY - 2018 - 75%**

LANGUAGES

- **Telugu**
- **Hindi**
- **English**

PERSONAL  
DETAILS

**DATE OF BIRTH** : 28-MAR-1997

**FATHER’S NAME** : G V SRINIVAS

**LANGUAGES** : TELUGU, HINDI, ENGLISH.

DECLARATION

I hereby declare that the above details furnished are true and fair to the best of my knowledge.

Place:

(GUDIPATI H R N V D SANTHOSH)

Date: