

Preetam Prashanth

System Engineer / Desktop Support Engineer

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Profile Summary

A young, dynamic, and hardworking System Engineer with a remarkable ability to learn and adapt quickly. Skilled in desktop applications, maintenance, troubleshooting, and customer service. Experienced in network configuration, Windows Server administration, system diagnostics, and technical support, with strong analytical and communication skills. Results-oriented, with over 2.5 years of experience in installing, configuring, and supporting IT infrastructure, including TCP/IP, Windows 7 & 10 and Active Directory. Dedicated to professional growth, aspiring to secure a mid-level role and make meaningful contributions to organizational success

Technical Skills

- Windows servers administration
- Desktop/Server technical Support
- Systems Installation, Configuration & Upgradation
- Security & Backup Solution handling Microsoft Office 365 administration
- AWS & Microsoft Azure cloud administration
- AD Security & Backup solution handling
- Network Support, Troubleshooting, Root Cause Analysis, Hardware Inventory, Customer Service

Competency

- Troubleshooting, System upgrades
- Servers' expertise, Planning and Coordination,
- IT helpdesk ticketing management
- Maintenance and Repair
- Teamwork and Collaboration
- Active Listening

Work Experience

System / Desktop Support Engineer

2022 June to till date – 2.8 Years

L&T Finance (NBFC Bank) Pvt. Ltd

Bangalore, India

Server Administrator

- Installation, configuring, maintaining & administering multiple Windows 2003 and 2008 servers.
- Managing server hardware, performing troubleshooting as needed, and providing after-hours support for infrastructure-related emergencies as well as planned maintenance activities.

- Managing, creating, and administering Active Directory (AD) user accounts, along with configuring access to shared folders and configuring system backups.
- Managed, administered, and monitored antivirus servers, including McAfee and Kaspersky, to ensure optimal security and system performance.
- Troubleshooting desktops and servers, installing application software for end users, and providing server support to clients including MAC OSX issues.
- Handle overall network administration, encompassing account management, various objects/elements, organizational units (OUs), groups, DHCP, FTP, profiles, policy management, and ensuring data security.
- Wired and Wireless Cisco Meraki network administration of about 100+ nodes.
- Assist Sr. IT administrator to manage IT datacenter infrastructure, Aruze & AWS cloud monitoring system.

Desktop, Printer & Network Management

- Handle overall network administration, encompassing account management, various objects/elements, organizational units (OUs), groups, DHCP, FTP, profiles, policy management, and ensuring data security.
- Provide general L1, L2 level support to all end-users making sure their OS patches and Anti-virus is up to date.in-case of any attack, removed malware, ransomware, and other threats from laptops and desktop systems.
- Managing network printers and providing comprehensive peripheral support, including installing and configuring MFP printers, scanners, and network printers. Responsibilities encompass handling scanning tasks and replacing consumables such as cartridges and toners, ensuring seamless and uninterrupted operations.
- Maintaining, troubleshooting, configuring, and ensuring the optimal performance of switches, routers, and modems through regular upkeep and proactive management.
- Following process of ITIL and handling SR, Incident Management, Problem Management, Change Management using IT ticketing system – Zoho ManageEngine
- Control & Managing Cisco VPN, D-Link switches (L2/L3) and DSL Routers.

IT Asset Management & Vendor Management

- Engage with hardware vendors to facilitate the repair and maintenance of computer equipment, ensuring timely and effective solutions
- Building and maintaining strong vendor relationships while efficiently managing hardware, software, and other IT assets to support operational needs and ensure seamless performance
- Collaborating with service providers, including ISPs (internet and telephone lines), to ensure smooth service delivery and prompt resolution of complaints, maintaining uninterrupted operations.

Education

Degree	Institute	Year of passing	University/ Board
Bachelor of computer applications (BCA)	Glocal University	2022-2025 (3Y) (Awaiting final year result)	UCG, India
12th Pre-university course (PUC)	Govt. PU College Yelahanka	2021-2022	Bangalore University, India

IT Professional Trainings

Certification	Institute	Year of passing
Diploma in Cloud Computing & Network Administration Course.	JETKING Bengaluru	2021 – 2023 (2Y)
Cisco Certified Networking Associate – CCNA	Mohan Networking Institute Bengaluru	2024
AWS Cloud SysOps Administrator	RieT Academy Bengaluru	2025

Personal Information

Date of Birth: **17-Sept-2001. (23Y)**

Nationality: **Indian**

Religion: **Hindu**

Sex: **Male**

Marital Status: **Single**

Languages Known: **English, Kannada, Hindi, Tamil, Telugu.**

Permanent address: Kasturi Nagar, Rajajinagar, Bengaluru Karnataka– 560023, India.

Visa Status: Visit Visa (can join immediately)

Reference can be provided on request