

B V Durga Sai – IT Support Engineer

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8 Years Experienced IT Support Engineer skilled in troubleshooting, network services coordination, and providing top-tier customer support and technical guidance.

EXPERIENCE

- 2023-Present **FASTECH COMPUTER HARDWARE AND SOFTWARE WLL** Manama, Bahrain
IT Support Engineer
- **Troubleshooting:** Identifying and resolving hardware and software issues faced by end-users. This may involve diagnosing problems, conducting system tests, and implementing appropriate solutions.
 - **Helpdesk Support:** Responding to user inquiries and providing technical guidance via various communication channels such as phone, email, or in-person. They address user concerns, offer step-by-step instructions, and escalate complex issues when necessary.
 - **Installation and Configuration:** Assisting with the setup, installation, and configuration of computer systems, software, and peripheral devices. This involves ensuring compatibility, conducting system updates, and verifying proper functionality.
 - **Continuous Learning:** Staying updated with the latest industry trends, emerging technologies, and certifications. IT Support Engineers often engage in professional development activities to expand their knowledge and skills.
- 2019-2023 **TANDEMTEC NETWORK SERVICES – COROMANDEL INTERNATIONAL LIMITED** Andhra Pradesh, India
IT Support Engineer
- **PC and Laptop Support Services:** Provided comprehensive technical support, including diagnosing and resolving hardware and software issues, and conducting regular maintenance and updates to ensure optimal system performance.
 - **Software Installations & Troubleshooting:** Installed, configured, and updated software applications, resolved software-related issues, and assisted users in effectively utilizing software tools.
 - **Network Configurations Support:** Assisted in the setup, configuration, and maintenance of local and wireless networks, resolved connectivity issues, and collaborated on implementing security protocols.
 - **IT Support for Board Room/Conference Hall:** Provided technical support for boardroom and conference hall equipment, ensured seamless operation during meetings, and addressed technical issues promptly to facilitate smooth presentations and connectivity.
- 2016-2019 **SRI CHAITANYA EDUCATIONAL INSTITUTIONS** Andhra Pradesh, India
IT Helpdesk Technician
- **Comprehensive IT Support:** Provided full-fledged IT support across 9 branches in Kakinada, overseeing all systems to ensure optimal performance and reliability.
 - **Network Devices Management:** Managed and maintained network devices including switches, routers, and firewalls, ensuring robust and secure network connectivity.
 - **Systems Maintenance and Troubleshooting:** Performed regular maintenance, troubleshooting, and repairs of computer systems to minimize downtime and enhance operational efficiency.
 - **Technical Assistance and User Support:** Assisted users with technical issues, provided training on IT systems and software, and ensured seamless technology integration within the organization.

EDUCATION

- 2013-2016 **ANDHRA POLYTECHNIC - KAKINADA** Andhra Pradesh, India
Diploma in Computer Engineering
- 2013 **AKSHARA SCHOOL** Andhra Pradesh, India
High School
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OTHER

- **Languages:** English (Fluent), Telugu (Native), Hindi (Intermediate)
- **Technical Skills:** Remote User Support, System Configuration, Network Connectivity, Hardware & Software Troubleshooting, Customer Service, Network Printers, Microsoft Office Suite, Escalation Resolutions, Domain Name System (DNS), CCTV Installation & Monitoring, System Administration, Firmware Updates, Operating Systems, Computer Networking, Office 365, IT Management,
- **Certifications:** Network & IP Basic Course, CCNA Routing & Switching, Computer Hardware & Networking, Computer Hardware Basics.