

# Bhavani (Bobby) Pamarthi

## Desktop Support Specialist/IT Support Manager

Thornton, CO 80241

[bhavanipamarthi@gmail.com](mailto:bhavanipamarthi@gmail.com)

720-487-8581

Goal-oriented, solution-driven Desktop Support Engineer/Help Desk/IT Support professional with 7 years of computer support experience providing general PC hardware, application and operating system training and support for current and legacy Microsoft operating systems, while following and maintaining industry-standard IT policies and procedures. Troubleshoot, resolve and document user help requests for desktop, laptop, mobile, network and peripheral problems. Enthusiastic Desktop Support Engineer/Help Desk professional seeking to benefit an IT Department with complex technical knowledge and strong time management skills. Easily identifies and resolves technical issues and concerns. Skilled at building rapport with diverse individuals while handling complex technical issues. In-depth knowledge and understanding of numerous software packages and operating systems

## Work Experience

### IT Manager/Desktop Support Engineer

Orthopedic Implant Distributors - Hyderabad, Telangana, India

September 2016 to April 2019

- Provided Windows PC and Linux systems support to OI Distributors employees, including Active Directory and LDAP account creation, password resets, and other maintenance including adding/removing security group permissions, file share permissions and file restorations from backup system
- PC reimaging and system refreshes including system setup and/or data transfer
- PC system relocation, software deployment, upgrades and uninstalls, including software and license library maintenance
- Troubleshoot and resolve TCP/IP network connectivity issues to LAN, WAN and WLAN for computers and printer/scanners
- Built and provided basic end-user troubleshooting and desktop support on Windows, Linux and Mac Systems
- Skilled at using and diagnosing problems within Microsoft Windows, intermediate understanding of Active Directory Basic understanding of network connectivity (LAN and internet connectivity)
- Established IT division for an Orthopedic Implant distributor
- Trained staff on using Inventory and Billing software
- Procured and configured desktops and laptops

### Desktop Support Technician/Subject Matter Expert

Nlogix - Indianapolis, IN

September 2015 to April 2016

- Installed software, modified and repaired hardware and resolved technical issues
- Maintain and support systems, workstations, mobile devices, printers and peripherals; respond to user service requests; and resolve trouble tickets. Ensure system security for desktop, mobile and network environments
- Image computers and deploy to the users and provide training on Windows 10
- Troubleshoot software, hardware and network issues as well as upgrading hardware and software
- Create and edit troubleshooting tickets for each assignment in ticket tracking software
- Subject matter expert for Citrix virtual solution Xen apps and Xen desktops including deployment
- Proficiency with Mac OS advanced configuration and hardware troubleshooting
- Nlogix, Indianapolis, IN 09/2015 - 04/2016
- Manager (Infrastructure and Service Desk)
- Established, trained and managed MSP division
- Designed, deployed, maintained AWS infrastructure
- Audited county courts in Indiana for performance issues with Odyssey Court software

### Desktop Support Engineer/IT Support Engineer

Hitachi Data Systems - Englewood, CO

July 2014 to September 2015

- Provided hardware and software technical support on-site and remotely for various businesses
- Troubleshoot hardware and software on-site networking, PC and peripheral issues
- Onsite level II desktop support for all desktops and laptops, assist in refresh projects
- Desktop domain administrator for Active Directory and ACS
- Tier 2 support of Microsoft Lync 2013, Mac OS 10.8-10.10, Windows 7-10, iPhone and Android

## **IBM - Boulder, CO**

April 2011 to December 2013

SME, Focal for SE Asia (Hess Corp)

- Handled, followed progress until resolution of escalations to Service Delivery Managers (IBM and Hess)
- Worked closely with clients on implementing and supporting new applications
- Created solution procedures and documents for reference

## **Technical Support Representative II (Retention Specialist)**

Dish Network - Thornton, CO

January 2010 to August 2010

- Provided quality technical support services through one-call resolution of an average of 60+ calls per day
- Accurately responded to questions and assisted customers with product features, installation, setup, troubleshooting and hardware operations
- Utilized Proprietary computer applications, intranet based applications, and ledger based billing systems to process customer inquiries

## **Education**

### **Bachelor of Engineering in Engineering**

Gulbarga University - Gulbarga, Karnataka

## **Skills**

Customer Service

Skilled in TCP/IP and WAN troubleshooting

Proficient in Norton Antivirus software

Expert Skilled in database connectivity

## **Additional Information**

### **TECHNICAL SKILLS**

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| <ul style="list-style-type: none"> <li>• Active Directory</li> <li>• Cisco</li> <li>• Citrix</li> <li>• Router</li> <li>• System Administration</li> <li>• Terminal Services</li> <li>• Deployment</li> <li>• Linux</li> <li>• Red Hat</li> <li>• Exchange</li> <li>• Maximo</li> <li>• SQL Server</li> <li>• SQL</li> <li>• Internet Information Server</li> <li>• Systems Integration</li> <li>• MS Office</li> <li>• Blackberry</li> <li>• Windows Server 2008</li> </ul> | <ul style="list-style-type: none"> <li>• Windows Server 2008-2010</li> <li>• Exchange Server</li> <li>• Active Directory</li> <li>• Group Policy and System Policy</li> <li>• Client and User Configuration</li> <li>• Dynamic Host Configuration Protocol</li> <li>• Domain Naming System</li> <li>• Internet Information Server</li> <li>• Remote Windows Assistance and Access Services</li> <li>• Terminal Services</li> <li>• Windows Deployment Services</li> <li>• Disk Management</li> </ul> | <ul style="list-style-type: none"> <li>• Server Backup and Recovery</li> <li>• Service Now</li> <li>• Red Hat Enterprise</li> <li>• Linux system administration</li> <li>• Cisco Router OS Configuration</li> <li>• Blackberry Enterprise Server</li> <li>• Windows</li> <li>• SQL Server</li> <li>• MS Office Suite, Office 365</li> <li>• WebEx</li> <li>• Go2Asssit</li> <li>• OCS/Lync</li> <li>• Citrix console</li> <li>• Citrix</li> <li>• Maximo</li> <li>• SM9</li> </ul> |
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