GOTTAPU SAIKIRAN

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Career Objective

A dedicated and detail-oriented IT Technician with 4 years of experience in managing hardware, software, and network systems. Looking to leverage my technical expertise and problem-solving skills in a dynamic IT environment where I can contribute to system efficiency and organizational growth.

Professional Experience

IT Support Technician
Shankar foundation – Visakhapatnam
April/2021 – March/2025
Key Responsibilities:

- Installed, maintained, and troubleshoot desktop and laptop systems.
- Managed software updates, virus protection, and operating system upgrades.
- Provided technical support for Windows, Office 365, and networking issues.
- Maintained inventory and documentation of IT assets and performed regular audits.
- Assisted in setting up new networks, routers, and switches.
- Ensured system security, backups, and data recovery procedures were in place.
- Responded to technical support requests via phone, email, and in person.
- Supported hardware configuration including printers, scanners, and biometric devices.
- Collaborated with the IT team to roll out new systems and applications.
- Provided user training and documentation for common IT tasks.

Technical Skills

- **Operating Systems:** Windows 10/11, Linux (basic)
- **Networking:** LAN/WAN, Routers/Switches
- **Hardware:** PC Assembly, Troubleshooting, Peripheral Devices
- **Tools & Software:** MS Office, Outlook, Remote Desktop, Active Directory
- **Other:** IT Asset Management, Ticketing Systems.

Education

Bachelor of Science in Computer Science.
Andhra University – Visakhapatnam.
2020-2023

Strengths

- Strong communication and interpersonal skills
- Quick learner with a passion for technology
- Ability to work under pressure and meet deadlines
- Team player with leadership qualities