

Krishna Chaitanya M

Technical Solution Consultant

PROFILE • ABOUT ME

Versatile technical advisor adept at taking on routine and complex business challenges with a resourceful and creative approach. Recognized as a driven, dedicated and hardworking leader with a history of streamlining operations and increasing efficiency.

EDUCATION

Electronics, Diploma in Electronics

Montessori Public School

State board

Bhimavaram, Andhra Pradesh

Completed
April 2007

WORK EXPERIENCE

Hewlett Packard

Technical Solution Consultant

Bangalore, Karnataka

June 2007
- March 2011

1. Have been supporting HP destops via chat for the American consumers.
2. Troubleshooting the issues online
3. Providing Timely resolution to the issues and sending onsite technicians if required.
4. Creating tickets and assigning them to the wareehouse if parts required.

Due to process closure, i was moved to the HP enterprise divison (internal Job posting)

Here my responsibilities are:

1. Providing Enterprise phone support for the HP Servers and Storage hardware.
2. Contacting the Clients when a hardware ticket is raised.
3. Troublesooting issues related to the server hardware and resolving the issue as per the contract coverage.
4. Collecting Logs and finding the hardware issues.
5. Escalating the case to the L2 team if the issue requires further diagnosis.
6. Data Backup using HP tape libraries or other storage devices.
7. Installing and configuring the VMware VSphere and configuring Virtual Machines.

Hewlett Packard Enterprise

Technical Solution Consultant II-b

Bangalore, Karnataka

May 2011
- January 2013

CONTACT INFO

Phone

+91.9666661125

Email

krishnachaitanya78@gmail.com

Location

Bangalore, Karnataka, India

SKILLS

1. Follow the case for any queries and provide the perfect resolution within time given.
2. Installation, Configuration and Troubleshooting of HP ProLiant and blade servers , System insight manager and rapid deployment pack
3. Providing remote support for clients and customers for deploying the data centers using the Rapid deployment pack
4. Providing technical support for the customers with the hardware installation according to their business needs
5. Configuring SIM to provide updates, status and managing of the servers located in the data centers remotely
6. Migrating the servers using P2P software.
 1. Providing Technical support for Apple iOS devices and Macintosh devices.
 2. Guiding the partners to resolve any technical issues.
 3. Providing In-depth information about the Apple devices.
 4. Troubleshooting issues with the Apple devices.

LANGUAGES

Telugu

1. Providing Enterprise phone support for the HP Servers and Storage hardware.
2. Contacting the Clients when a hardware ticket is raised.
3. Troubleshooting issues related to the server hardware and resolving the issue as per the contract coverage.
4. Collecting Logs and finding the hardware issues.
5. Escalating the case to the L2 team if the issue requires further diagnosis.
6. Data Backup using HP tape libraries or other storage devices.
7. Installing and configuring the VMware VSphere and configuring Virtual Machines.

Concentrix Services India

November 2018

- June 2020

Lead Operations

Bangalore, Karnataka

1. Providing Technical Support via chat for Apple Service providers.
2. Resolving the issue over the chat or escalating the issue to the engineering team for review.
3. Hardware support for the Apple Mac notebooks, iPhones and other iOS products.
4. Apple Certified Mac technician.
5. Apple Certified iOS technician.

Concentrix Services India

January 2021

- Current

Lead Operations

Bangalore, Karnataka

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3. Hardware support for the Apple Mac notebooks, iPhones and other iOS products.
4. Apple Certified Mac technician.
5. Apple Certified iOS technician.

DECLARATION

I, Krishna Chaitanya M, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Krishna Chaitanya M

Bangalore, Karnataka

08/03/2021

English

Kannada

Hindi

PERSONAL INFORMATION

Birthday

14/06/1988

Gender

Male

Marital Status

Married

Nationality

Indian

Passport

K8373300, Expires 10/12/22