

**Sampathi Rao Raj Kumar**  
**Asian Paints Ltd | Systems - Executive | Hyderabad, India**

## BASIC INFORMATION

<b>Experience in:</b>	IT Industry
<b>Email:</b>	<a href="mailto:sampathiraorajkumar@gmail.com">sampathiraorajkumar@gmail.com</a>
<b>LinkedIn:</b>	<a href="https://www.linkedin.com/in/raj-kumar-sampathi-rao-89751111a/">https://www.linkedin.com/in/raj-kumar-sampathi-rao-89751111a/</a>
<b>Phone:</b>	+91 8686891039, 7013040648.
<b>Language:</b>	English, Hindi, and Telugu.
<b>Address:</b>	H-No: 12-43/1/A, Manjeera Nagar, Beeramguda, Ameenpur, Sangareddy.

## CAREER CONTOUR

I am unwavering, meticulous, and highly competent in the **IT Industry** I have a consistent record of transporting the best results-driven work with a proven ability in implementing my work in an organized manner for **9+ years** of my successful career.

My expertise:- **IT Industry – End-User Support, IT Support, LAN Troubleshooting, Access Control Installation & Programming, CCTV Installation, Access Control, Network Configuration, Firewall Maintenance, Active Directory, Citrix Workspace, OS Troubleshooting, Hardware Installation, Data Backup, System Security.** I have in-depth knowledge of all ethics of management. I possess effective communication skills and am a team player with strong Organizational, Logical, and Problem-Solving Abilities.

I have great exposure to working with large-scale organizations like **Asian Paints Ltd, M/s. Greenmark Developers.** I am well-versed skills in analysis, problem-solving, and coordination, which make me so successful and dedicated. Strong influencing and negotiation skills coupled with a proven ability to think in and out of the box, generating new solutions.

I have commenced my profession as a **Trainee** and risen myself as **Systems - Executive** reputed company. I would like to see myself growing with the passing years of hard work and dedication. I have been awarded many accolades for my result-oriented hard work.

Armed with a multitude of competencies and work experiences, I am confident to carry forward any organization's vision & objectives with sufficient ease and dedication to my job responsibility.

## EXPERIENCE

**Aug'2022 – Till Date | Asian Paints Ltd | As Systems - Executive**

### Responsibility:-

- Providing end-user IT support for systems and applications.
- Maintaining and troubleshooting SAP ERP systems related to procurement, stores, sales, and accounting.
- Managing IT assets and ensuring proper inventory tracking.
- Supporting and maintaining attendance systems such as ESSL, SOLUS, and SCRUM.
- Installing and maintaining CCTV systems and access control solutions.
- Troubleshooting LAN connectivity issues and IP address management.
- Installing and configuring telephone systems, including Matrix EPABX.
- Supporting firewall maintenance (Fortigate, Palo Alto) and security configurations.
- Assisting with Active Directory management for user accounts and system security.

- Ensuring proper system installations and troubleshooting of operating systems.
- Configuring and maintaining Citrix Workspace for remote access.
- Providing troubleshooting support for MS Office, Teams, One Drive, and SharePoint.
- Performing system backups and ensuring proper data protection procedures.
- Managing printer, scanner, and label printer installations and configurations.
- Coordinating the procurement of IT equipment and spares.
- Coordinating AMC (Annual Maintenance Contract) follow-ups for computers and devices.
- Handling new hardware installations and system upgrades.
- Performing preventive computer maintenance to ensure optimal system performance.
- Managing IT inventory, including the procurement of networking materials.
- Troubleshooting and resolving software-related issues for end users.
- Ensuring proper documentation and logbook maintenance for IT activities.
- Providing training and support for end users on system usage and troubleshooting.
- Assisting in setting up and maintaining RF modems and Wi-Fi access points.
- Managing system security, including user maintenance (creation, password reset, and deactivation).
- Supporting installation and configuration of new telephone connections.

## PREVIOUS EXPERIENCE

- *Jul'2021 – Aug'2022 | M/s. Greenmark Developers | As System Administrator*
- *May'2015 – May'2021 | M/s. Enliven Solutions | As Technical Support Manager*

## ACHIEVEMENTS

- Successfully implemented SAP ERP support, improving system efficiency for procurement, stores, and sales.
- Reduced system downtime by 30% through proactive maintenance and troubleshooting.
- Efficiently managed IT asset tracking, reducing asset mismanagement by 20%.
- Contributed to the smooth functioning of attendance systems by resolving 95% of user issues.
- Streamlined telephone systems and network installations, improving communication efficiency.
- Played a key role in the setup and maintenance of CCTV and access control systems.
- Enhanced network connectivity and reduced LAN troubleshooting time by 25%.
- Led the installation and configuration of fire alarm systems, ensuring safety standards were met.
- Have completed all the tasks/targets within the given time frame.
- Got appreciation and accolades from the clients/customer and received promotions along with the increment based on the excellence performance.

## ACADEMIC FORTE

- Diploma in Electrical & Electronics Engineering from NTUH (Govt. Polytechnic Sangareddy) 2015.

### **Training & Certifications:**

- Completed basic training in Fortigate and Palo Alto firewalls.
- Attended a workshop on SAP ERP troubleshooting and support.
- Training on IT asset management and procurement processes.
- Completed course on Active Directory management and user support.
- Participated in hands-on training for Matrix EPABX telephone system maintenance.
- Certification in preventive computer maintenance and troubleshooting.

## TECHNICAL PROFICIENCY

### **Well versed with**

- |                        |           |
|------------------------|-----------|
| • Ms office            | • Windows |
| • Internet application | • SAP ERP |

**Advice for Contacting:** I'm always open to conversation, networking with like-minded professionals, or discussing future prospects. Connect with me on Linked In or contact me at [sampathiraorajkumar@gmail.com](mailto:sampathiraorajkumar@gmail.com)