

**GURSHARAN SINGH**

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**Career Objective**

Goal-oriented and collaborative IT professional with experience applying hardware and Network design, installation, administration, and configuration to support growing businesses. Proven analytic and problem-solving skills with the keen ability to assess needs, define requirements, develop value-added solutions, and execute technical solutions that streamline and improve operating efficiencies. Adept in communicating with technical and non-technical audiences. Develop system documentation and create policies to meet the needs of dynamic and continuously changing environments.

**Profile Summary**

* Proficient with Installation, Configuration, Administration & Troubleshooting of Windows operating systems.
* Window administrator, with a strong performance background in wide variety of professional system support &Solution-based IT services for Windows Systems (or administrations) including, monitoring, configuration,
* Troubleshooting and maintenance of operating systems.
* First-level help desk technical support and troubleshooting on IT network.

**Key Skills**

* Outstanding customer service and client interfacing skills.
* Ability to perform excellently on individual projects and cooperatively on teams.
* High adaptability and capable of handling high workloads.

**Career Summary**

**Company: Phimetrics Technologies Pvt. Limited**

* Working as a Desktop Support Engineer

**Job Responsibilities**

* Installing, Configuring windows operating systems.
* Installed and configured various applications software’s Like MS Office, antivirus etc.
* Desktop Support up to Client Level including Hardware, Software and Networking Problems.
* Installed, configured and maintained the regular updates of Antivirus.
* Installed, Configured and Troubleshooting of various PC Hardware Components.
* Outlook Configuration and troubleshooting.
* Configuring & troubleshooting of LAN setup.
* Installation & troubleshooting of Local and Network printer.
* Basic Networking knowledge (connecting switches / routers, Access points and should be able to help network team while configuring them)

**Company: Net Plus Broadband Private Limited**

**FEBRUARY 2019 - MAY 2019**

* Worked as DATA SUPPORT ENGINEER

**Job Responsibilities**

* FTTX AND DOCSIS Configuration of modem for multiple user requirement
* Monitoring of FTTX and testing of connection threw laptop and subscriber pc seems to be defective.
* Conducting diagnostic test on customer PC.
* Installation of VOIP
* IP TV CONFIGURATION
* Configuration on ZTE,Nokia,Genesix ONT on fiber technology.

**Company: Renovision Automation Services Private Limited**

**OCTOBER 2015 - JUNE2017**

* Worked as a Desktop Support Engineer (L2) on HDFC Bank Project.

**Job Responsibilities**

* Responding to client support requests.
* Contacting clients to find out the nature of the problem.
* Provide solution on client desk or connecting via remote link.
* Troubleshooting hardware and software issues.
* Installing and maintaining hardware and computer peripherals.
* Installing and upgrading operating systems and computer software.
* Troubleshooting networking and connection issues.
* Advising on software or hardware upgrades.
* Providing basic training on computer operation and management.
* Daily server checklist, verifying the integrity and availability of all the servers & network switches.
* Monitoring servers & network devices using logs related to it.
* Local and Remote administering of servers, routers and networks.
* Troubleshooting network, application and server related issues.

**Company: SCOM Technologies Private Limited**

**APRIL 2014 – JUNE 2015**

* Worked as DSL Engineer.

**Job Responsibilities**

* ADSL installation
* Configuration of DSL modem for multiple user requirement or when assigned VCI at modem is wrong.
* Monitoring of DSL signal and testing of DSL connection threw laptop and subscriber pc seems to be defective.
* Conducting diagnostic test on customer PC.
* Installation of PPPOE for DSL line Configuration of individual static IP address for multiple DSL connection.

**Education**

* B.Tech in Electronics and Communication Engineering from Punjab Technical University.
* Diploma in Electronics and Communication Engineering from Punjab State Board of Technical Education and Industrial Training.
* Senior Secondary from P.S.E.B, Mohali.
* Matriculation from P.S.E.B., Mohali.

**Technical Courses & Training**

* 6 months technical course in Computer Software Application.
* 6 weeks industrial training in Computer Hardware & Networking.
* 6 weeks industrial training in Programmable Logic Controller & its Applications.
* 6 weeks industrial training in Microcontroller, Embedded Systems & its Applications.
* 6 weeks industrial training in Programmable Logic Controller & its Applications.
* 6 months industrial training in Telecommunication.

**Technical Exposure**

* **Operating Systems**: Microsoft Windows XP, win7, win8, win10.
* Networking topologies: Bus, Star, Ring and Mesh.
* Hardware: Routers, Manageable Switches, Wireless Devices, Assemble Computer, Install, and Configure and troubleshoot software, hard drives and CD ROM Drives, CPUs, Soundcards, Video Cards, LAN cards, RAM, Printers and Monitors.
* Working on HBCTXDOM.com domain, Symantec Security, Security Patches update, Active directory, IBM end point manager & VNC.
* Lotus mail configuration and troubleshooting (8.5,9.0).
* Cisco video conference and IP phone configuration.

**Personal Information**

* Father name : Sh. Harvinderjit Singh
* Date Of Birth : 15 June 1992
* Nationality : Indian
* Sex : Male
* Languages Known : English, Hindi, Punjabi
* Permanent Address : B9 747/22,New Santokhpura, Jalandhar, Punjab
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**Declaration**

I **Gursharan Singh**, hereby declare that the above written particulars are true to the best of my knowledge and belief.

**Place: Bangalore**

**Gursharan Singh**