NAGESH SINGHOLIA

IT Engineer

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IT Engineer with expertise in Window, Linux and Network configuration, implementation and support with **5+ years of Experience** dedicated to maximizing performance and ensuring a highly available and secure environment.

EXPERTISE

- ➢ Familiarity with various operating systems and platforms like Windows, Linux, Raspbian
- ➢ Installing, configuring and maintain servers and networks.
- ➢ Overseeing system performance and troubleshooting issues.
- ➢ Creating a backup and safeguarding the data if there are any hindrances.
- ➢ Performing system upgrades following new releases.
- ➢ Maintaining internal documentation
- ➢ Performing account setup
- ➢ Sustaining network integrity, server deployment, and security
- ➢ Monitoring and maintaining network servers such as file servers, VPN gateways and intrusion detection systems
- ➢ Implemented VPN services for users to remotely access network resources.
- ➢ In-depth knowledge of computer systems

KEY SKILLS

- ➢ Expert in technical infrastructure (LAN/WAN/VP).
- ➢ Workflow Planning
- ➢ Productivity Improvement
- ➢ System Installation, Configuration and Upgrading.
- ➢ Client Handling and Technical Solution to Users
- ➢ Media On Demand system Team Handling
- ➢ Interface the business and meet the all requirements
- ➢ Monitoring IT Infrastructure for Resourcefulness and problem-solving aptitude.
- ➢ Resolving all problem in Patience and organized mind.
- ➢ Disciplined, Technical, systematic problem solving skills.
- ➢ Explains the exact cause of problem and provided solutions to it.
- ➢ Provided 2nd and 3rd level technical support and troubleshooting to internal Users and external clients Over Mail Call or Remote.
- ➢ Provide Technical Support to Software Team for installation and configuration.
- ➢ Maintained detailed records of support provided in an incident management system.
- ➢ Proficient to work On Railway P.O. of Media on Demand to arrange procurement, installation, configuration and the testing of those Devices.
- ➢ Expert to support over call or remote to On Board user
- ➢ Interface with hardware and software vendors and service providers to ensure procurement as per business needs.
- ➢ Documentation for PO, Invoice, PI, and all others.

PROFESSIONAL EXPERIENCE

Organization: Mann India Technologies Pvt. Ltd. from Aug 2014 to Present.

IT-Engineer
Fun Factor Studio LLP
(Partner of Mann-India)
06/2019-Present   Delhi, India

IT-Engineer
Mann India Technologies Pvt Ltd-
05/2017-05/2019   Delhi, India

IT-Engineer-NOC
SR Moving Talkies Pvt Ltd
(Sister Concern Company of Mann India)
03/2016-04/2017   Delhi, India

IT-Engineer
Mann India Technologies Pvt Ltd-
08/2014-02/2016   Delhi, India

RESPONSIBILITIES

➢ Planning the appropriate system needs of a company
➢ Installing the appropriate systems
➢ Monitoring the storage capabilities of the system
➢ Setting up user accounts and retrieving information including passwords and account user names
➢ Providing easy to understand advice for company employees
➢ Monitoring the network efficiency
➢ Documentation - Prepare call logging sheet, Monthly report, Inventory report and User report, Logging, Content Licenses, Content Certificates, and Agreements.
➢ Working with a ticketing system, tracking work done in hours and completing work according to set schedules.
➢ Ensure security through access controls, backups and firewalls.
➢ Monitor performance and maintain systems according to requirements.
➢ Upgrade systems with new releases and models.
➢ Inventory flow of IT assets and Media On Demand System.
➢ Routine Tasks
  • Allocation of disk space for any web-application or for any database.
  • Management & creation of user's accounts, applying proper access control for using any Server resource.
  • Status of all servers and all Networks.
  • System security (e.g. intrusion detection systems) and data backup/recovery.
➢ Administration & Maintenance
  • Setup all type of Account and Workstations.
  • Maintain User Account Accessibility.
  • Maintenance and installation of Database.
  • Maintenance and Administrating of all Network.
  • Maintenance of Workstation, Server, Laptop, Desktop, Network Security, Software Application on Timely Basis.
  • Maintenance of Operating System on Timely Basis.
  • Monitoring and maintaining network servers such as file servers, VPN gateways and intrusion detection systems.

- Installation & Configuration
  - Installation and Configuration of databases, Network Printers, Network (LAN,WAN)
  - Installation and Configuration of Software or Hardware and Operating System for Laptop, Desktop PC's, Workstation, Server, Raspberry Pi.
  - Installation and Configuration all type of Operating System as Window, Linux, Ubantu, Raspberry Pi.
  - Installation and Configuration of TCP/IP, DNS, DHCP.
  - Outlook Installation and Configuration.
- Troubleshoot & Repair
  - Troubleshooting of Software, Hardware related problems for Printers, Laptop, Desktop PC's.
  - Troubleshooting of LAN, WAN, Voice Systems related problems.
  - Troubleshooting of Operating System, Software, and Hardware related problems of Workstations and Servers.

EDUCATIONAL QUALIFICATION

B-Tech
(Electronics and communication Engineering)
PSIT College of Engineering, Kanpur, India
GBTU (2010-2014; 67.72%)

Intermediate
V.T.A Inter College, Auraiya, India
UP Board (2009-2010; 60%)

High School
TRS Janta Inter College, Auraiya, India
UP Board (2006-2007; 58.50%)

PROFESSIONAL CERTIFICATIONS
- Certified in Pre sales in Huawei 2014
- Completed Six months Diploma in computer application 2009

ACHIEVEMENTS
- IT products training in D-link 2015
- Pre sales training in D-link 2014
- Published a Research Paper on BODY AREA NETWORK in AEICT-2014.

PERSONAL PROFILE

Father's name   : Mr. Surendra Kumar Singholia
Date Date of Birth   : 24th August, 1993
Languages known   : English, Hindi
Address   : Vill-Bahlolpur, Post-Aghara,Distt-Auraiya,Pin-206244

DECLARATION
I, Nagesh Singholia, hereby declare that the information contained herein is true and correct to   the best of my knowledge and belief.

Date:1st Feb 2020

Place: Gurgaon   **Nagesh Singh Singholia**