# RESUME

Susanta Behera

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| **CAREER OBJECTIVES** |

To work in a globally competitive environment on challenging assignments that help me explore myself fully and realize my potential that shall yield the twin benefits of the satisfaction and a steady-paced professional growth.

**Job Profile:** Currently working with Galaxy Info solution as a Desktop Support Engineer.

* Interacting with the users and understanding the technical issues they are facing.
* Solving the technical issues of Users by logging remotely.
* Installing and troubleshooting of windows operating system.
* Installation and troubleshoot of windows client os, XP, 7, 8, and 8.1,10,
* Installation and troubleshoot of windows Servers 2003, 2008, 2012 Servers.
* Software Installation: - MS Office , Antivirus & all basic software’s etc ( Java , Dot net , Adobe Reader )
* Responsible for LAN connectivity and their links in office premises.
* Installing of all kinds of NIC, Printers, Scanners, and Webcam Drivers etc.
* Installation and working with Hard disk drives, Modems and Drivers.
* Assigning IP addresses and trouble shooting.
* Installation and configuration Microsoft Outlook 2003,2007 & office365

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| **PROFESSIONAL EXPERIENCE** |

* Having 1Year of experience in IT Data center.
* Monitoring of Network devices in data center.
* Network Connectivity Support, Rebooting Server/Equipment.
* Entering Commands using System Console.
* Monitoring & Reporting Status of Equipment’s.
* Inserting & Maintaining Customer’s Media/Tape Drives.
* Swapping/Testing of Network Cables in Network Setup.
* Communication with Customer for Updates of Activity as and when required.
* Responsible for network & cabling connectivity in rack premises.
* Provide L1 support and problem management for smart hand clients.
* Installation of windows server 2008, and 2012.
* Installing and troubleshooting of windows operating system.

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| WORK EXPERIENCE  |

Working in Data center operation team as a Datacenter (L1)support Engineer from **KAIZEN IT Services** in **Reliance DAKC, MUMBAI** from Feb-2016 to 2017.

**Company : KAIZEN IT Services**

**Job Profile :**Data center operation Engineer

**Description :**Technical support for the Genpact (VDI) project in a Reliance DAKC, MUMBAI Data Center Operations team. Perform daily activities such as server rebooting cabling in racks premises. executing batch & backup jobs, handling backup tapes, processing requests, Handling problems & escalations, managing vendors, and working with both internal & external customers. Provide L1 support and problem management when appropriate.

**Job Profile :**Desktop Support Engineer.

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| TECHNICAL SKILLS |

* Having 4 years of experience in IT.
* Solving mail related issue at client level
* Interacting with the users and understanding the technical issues they are facing.
* Solving the technical issues of Users by logging remotely.
* Installing and troubleshooting of windows operating system.
* Installation and troubleshoot of windows client os, XP, 7, 8, and 8.1.
* Installation and troubleshoot of windows Servers 2003, 2008, 2012 Servers.
* Software Installation: - MS Office , Antivirus & all basic software’s etc ( Java , Dot net , Adobe Reader )
* Responsible for LAN connectivity and their links in office premises.
* Installing of all kinds of NIC, Printers, Scanners, and Webcam Drivers etc.
* Installation and working with Hard disk drives, Modems and Drivers.
* Assigning IP addresses and trouble shooting.
* Installation and configuration Microsoft Outlook 2003,2007 & office365
* Installing & configuring Printer Configuration.
* Troubleshooting & managing of LAN Network.

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| EDUCATION QUALIFICATION  |

* B.A From Utkal University in 2019.
* Odisha

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| PERSONAL PROFILE |

Name :Susanta Behera

Father’s Name :chandrakanta Behera

Date of Birth :18-06-1986

Marital Status :Married

Languages known :English, Hindi, odia, Marathi.

Hobbies :Traveling, listening music, knowing new things

Mobile No :+91 9594673177

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| DECLARATION |

I hereby assure that the information that has been provided above is true to the best of my knowledge.

 **SUSANTA BEHERA.**

Place :

Date **:**