**RAMAN KUMAR**

Flat No.-102, Anand Chandrasha Enclave,

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## Career Objective:

To reach a challenging position in the IT Infrastructure Services field where I can contribute the best of my skills and efforts for the growth of the company as well as me to gain an experience from your organization.

## Professional Summary:

* Having Two Years One Month of experience in IT Infrastructure Management handled different task assigned as IT Assistant.
* Good understanding of System Support, Installation, Configuration & Maintenance of various vendor products.
* Good Relationship Management Skills across Various People groups and Cohesive Team Player. Good written, Verbal Communication Skills.
* Ability to Perform Under a High-Pressure Work Environment, Self-Motivated and Goal Achievement.
* Responsible for Technical Support, including identifying and resolving Daily basic technical issues.

## Technical Skill:

|  |  |
| --- | --- |
| **Operating Systems** | Windows 10, Windows 8.1, Windows 7 and XP. |
| **Mailing** | Microsoft Outlook, Outlook Express,  |
| **MS Office** | Worked on Office 2003, 2007, 2010. vlookup, Duplicate, Filter, Freeze, Basic formulas. |
| **Support Tools** | MS Office 2010, Remote desktop connection, Team viewer, VNC etc.  |
| **Hardware** | All Models of HP, Dell, Computers & Notebooks, Printers, Desktop & Laptop troubleshooting Including H/W part, Replacement. Software Installation & Troubleshooting.  |

##  Professional Expertise:

1. **Company: Rodic Consultants Pvt. Ltd.**
2. **Client Name: South Bihar Power Distribution Company ltd.**

Designation: Assistant IT

Project – APL / Saubhagya Yojna

1. Duration: 04th October 2017 to 21st November 2019

**Responsibilities:**

* Allot Villages and Panchayat to Surveyors.
* New Consumers Dues Clearance for meter Installation.
* Giving Training to team members for Billing and Survey and Meter Verification.
* Checking Bills of TKC and send to finance department.
* Preparing Daily, Weekly and Monthly Reports & Send to the concern Person.
* Giving training time to time for app and Solve all app related queries.
* Prepare and Update MIS for Division Staff.
* Support on hardware, operating system, network connectivity, antivirus and all in house application issue.
* Coordinate with Vendors for Hardware related issues in Desktop, Laptop, Server, Broadband issues.
* Supporting User remotely with the help of Remote support tools such as Team Viewer, Remote Desktop Connection.
* Installation of Software package on different O.S. & managing user Group and Account. Installing Configuring MS Outlook & MS Outlook Express.
* Escalating call to the senior management team as per the internal escalation matrix.
* Manage Wireless Connectivity by setting the Channel, SSID and Security.
* Log’s call in ISP while getting disturbance or latency in Internet Link.
* Troubleshoot internet & Network connective fault.
* Installation and configuration the Local and Network Printers and scanners.
* Monitoring Hardware, Networking, Sharing and Security setting.
* **Also having Knowledge of HR activities and Office Administration, Recruitment process, Exit Process, Manpower recruiting on site basis, Attendance Maintenance of staffs, PF, ESI etc..**

## Desktop Management Skill Set:

* Installation of operating system (Windows XP, WIN7, 2K8) and Configuring Desktop/Laptop
* Installation Configurations and Manage of Local and Network printers.
* Configuring managing and troubleshooting of MS Outlook.

## Educational qualification:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Course** | **College/School** | **University/Board** | **Year** | **Percentage** |
| MBA (HR) | WELINGKAR INSTITUTE OF MANAGEMENT DEVELOPMENT & RESEARCH | UNIVERSITY OF MUMBAI | 2019-2021 | PURSUING |
| MCA | IGNOU | IGNOU | 2014 | 59.00% |
| BCA | IGNOU | IGNOU | 2014 | 60.33% |
| Intermediate | SIR G.D. MEMORIAL COLLEGE | B.I.E.C | 2005 | 54.33% |
| Matriculation | SGDM H/S KADAMKUAN | B.S.E.B | 2003 | 70.57% |

## Strength:

* Ability to lead & a good Team member.
* Ability to work independently and multi task in a fast-paced environment

## Personal Details:

* Father’s Name : Mr. Shubh Narayan Pandey
* Languages known : English, Hindi
* Marital status : Unmarried
* Nationality : Indian

## Declaration

 I hereby declare that the particulars of information and facts stated herein above are true, correct

 and complete to the best of my knowledge and belief.

Date:

Place: (**Raman Kumar)**