Resume

DEVENDER KUMAR
Address:-Vill. Sakoh, P.O.Tihra The. Arkaghat, Pin-175026 Distt.- Mandi (H.P)
Mobile No. +919736009205
E-Mail- devenderhp@gmail.com

Career Objective:

To associate with an organization that promises a creative career in progressive environment so as to enhance my knowledge and skills in the state of new technology and be a part of the team that excels in work towards the growth of organization.

Experience & Knowledge

Total Working Experience-8Yearsand6Months

COMPANY - CMS IT SERVICES PVT LTD. DESIGNATION- CUSTOMER SUPPORT ENGINEER.
Experience – 6 Months (From JULY 2019 to MARCH 2020.)
Working in CMS IT as Customer Support Engineer for Computer Hardware and Networking Project of SBI. Posted at State Bank Of India AO, Mohali in IT Department. Working as Desktop Support Engineer.
Key Responsibilities-
  ➢ Installation of OS and Application software in Bank PC's & Servers.
  ➢ Remote Desktop Troubleshooting for Application Software.
  ➢ Team Management and Provide Timely Solution to customer.
  ➢ CBS Software's and mail Configuration.
  ➢ LAN WAN Troubleshooting and configuration.
Past Worked Company.
1. COMPANY - RAPIDTECH IT SERVICES
PVT LTD. DESIGNATION- TECHNICAL
ASSOCIATE.
Experience- Approx 1.3 Years (From APRIL 2018 to JULY 2019.)
Worked in RAPIDTECH as Customer Support Engineer at Himachal Pradesh Garmin Bank Head Office, Mandi in IT Department, as A Team leader of Himachal RRB.
Key Responsibilities-
  ➢ Deftly worked as an Active Key Person - Resident Engineer at Himachal Pradesh Gramin Bank.
  ➢ Accountable for overall support for hardware OS & application S/W for all users.
  ➢ Managing about roundabout 560 Desktop (WIN XP AND WIN 7) and 50(win 7 AND win 8
  ➢) laptops same no. of printer (DMP, INKJET, LASERJET AND N/W PRINTER) .
  ➢ Installation of DNS Server, Mail Server, Antivirus, Outlook Express, Oracle , MS Outlook and Local and Network Printers and managing overall software installations.
  ➢ Maintained all the data related to engineers, partners and also the escalation of customer.
  ➢ Installation of Symantec software in Bank PC's & Servers.
  ➢ Remote Desktop Troubleshooting for Application Software.
  ➢ Team Management and Provide Timely Solution to customer.
  ➢ CBS Software's and Fincale Configuration.
  ➢ LAN WAN Troubleshooting and configuration.
  ➢ Coordinating with Call Board for daily Filed calls.

2. COMPANY – HCL SERVICES LIMITED.(OCT-2011 TO APRIL-2018).
DESIGNATION- Technical Service
Engineer. Experience- Approx 7 Year
8 Months
Worked in RAPIDTECH as Customer Support Engineer for Computer Hardware and Networking
ENGINEER:

Project:
1. **Punjab National Bank.**
2. **State Bank of India.**
3. **Canara Bank.**
4. **Indian Overses Bank.**
5. **Himachal Pradesh Gramin Bank.**

Responsibilities:-
➢ Customer Support Engineer Field Engineer.
➢ Coordinating with Call Board for daily Filed calls.
➢ Installing and managing OS calls, H/W N/W Printer Calls.
➢ Application software Support.
➢ Troubleshoot hardware, software and network problems at client site.
➢ Coordinating with other regions for Technical and Administrative purposes and Coordinate with vendors to solve issues in the hardware and N/W devices.
➢ Configuration of Desktop, Laptops, Printer (DMP, INKJET, LASERJET LINE PRINTER MFP), Scanner and others devices used in daily operation.
➢ Troubleshooting Networking problems.

EDUCATIONAL PROFILE:

Qualification and Year of passing	Board /University	Institution	Percentage
BSC-IT (2008-2014)	Punjab Technical University, Jalandhar	ICEI, CHANDIGARH	68.46%
12th (2006)	H.P.B.S.E	GOVT. S.S.S MANDI(H.P.)	45.8%
10th (2004) DIPLOMA	H.P.B.S.E	GOVT. S.S.S MANDI(H.P.)	45.4%
DIPLOMA IN COMPUTER HARDWARE & NETWORKING	JETKING CHANDIGARH	JETKING CHANDIGARH	56.4%

Languages Known
    Hindi,English and Punjabi

Personal Details:
Date of Birth: -   3rd SEP1988
Father's Name: -   Sh. Rattan
Chand. Marital Status: -   Married
Date: