**Resume**

**Rakesh Kumar Email**[**: - rks24891@gmail.com**](mailto::%20-%20%20rks24891@gmail.com)

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Badarpur, New Delhi- 110044

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| **CAREER OBJECTIVE** |
| Seeking for a job to pursue a highly rewarding career and healthy work environment where I can utilize my skills and knowledge efficiently for the organizational growth and prove to be an important asset for the organization. |

**WORKING EXPERIENCE: -**

* Aforeserve.com Ltd. as Desktop Support Engineer (July 2019 to Present).
* Velocity Software Solution Pvt. Ltd. as Desktop Support Engineer (June 2018 to June 2019).

**Client:** **Larsen & Toubro Ltd. (Faridabad).**

* **Key Skills**: -
  + **OS**: Windows 7, Windows 8, Windows 10, Linux (Red Hat).
  + Pursued CCNA, CCNP Routing & Switching and Linux (Red Hat) Administration from Cetpa Infotech PVT. LTD.

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| **EDUCATIONAL QUALIFICATION** |

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| **Qualification** | **School/College/ University** | **Board** | **Year of Passing** |
| Diploma In Computer Science | Aditya Institute of Technology | BTE | 2018 |
| B. Com | SOL DU | DU | 2017 |
| XII | Sarvodaya Bal Vidyalaya Molarband | CBSE | 2014 |
| X | Govt. Sr. Sec. School No. 2 Molarband | CBSE | 2012 |

**Technical Skills: -**

* Domain Creation, providing Internet access and different accesses and restrictions.
* DHCP Configuration, IP address assigning IP reservations.
* Assembling, hardware up gradation troubleshooting.
* Ticket maintaining and assigning to the engineers.
* Biometric enrollment of new users.
* A configuration of New User Profile, IP Address, and LAN Services.
* Provide Video Conferencing & Telepresence connectivity for VIP Support.
* Installation, Customization, and Administration of Windows 7 and Windows 10.
* Local and Network Printer Installation, Configuration and Sharing.
* Installation and Configuration of MS Outlook Backup/Restore Working experience.
* Planned IT network infrastructure with clients to ensure that the systems are tailored and comply with their requirements and needs.
* Implemented IT network projects: Installed, configured and maintained network services, hardware systems and peripheral equipment/devices.
* To Monitored, the network performance regularly improve performance and functionality.
* Password reset, unlock, providing internet access to the users.

**JOB RESPONSIBILITY: -**

* Responsible for maintaining and administering company's computer networks.
* Maintaining and Assign Technicians on ticket.
* Replacing faulty hardware components when required.
* Providing VC Support.
* Maintaining and Checking of Network/Server Devices.
* Part of 24/7 support team; rotated with other team members to address concerns and issues cascaded by customers from different time zones.
* Ensured working of VC devices.
* Prepare Monthly Performance Report.
* Assisted other team members in providing next level Help Desk support.

**Personal Details: -**

Father`s Name **:** Kamleshwar Singh

Mother`s Name **:** Bebi Devi

Date of Birth **:** 25-August-1996

Marital Status **:** Unmarried

Language Known **:**  Hindi & English

Hobbies **:** Listening Music, Playing Cricket and Curious to Learn New Things

**DECLARATION: -**

I hereby Declare That All the Information Mentioned Above are true as per my knowledge.

**Date: …………………. Signature**

**Place: - New Delhi. (Rakesh Kumar)**