**RESUME**

**RAVINDER SINGH**

**111 / B Gali no 4 Hans Enclave Near Rajiv Chowk (Gurgaon)**

**Mob:- 7404260976**

**EMAIL ID:- ravirohan27@gmail.com**

**Career Abstract**

Identify problems, troubleshoot and provide advice and training to assist users. Provide user support for hardware, applications and services. Provide PC, laptop, printer and network break/fix support.

Proficient in managing systems and Networking environment including establishing and upgrading(LAN),WAN, assembling and upgrading computers, Monitoring Servers in current organization.

Handling all trouble shooting and installing various Software’s at User machine

Configuring mails (Outlook Express & Microsoft Outlook Express),Troubleshooting & Backup.

**Working Experience**

* 2 Year Worked Experience In Shiel Hyundai. as a E.D.P MATHURA ( 2011)
* 4 Year Worked Experience In Rohan motors ltd. as a IT Executive Palwal ( 2013)
* Presently working in Pasco automobiles ( Authorized Dealer Maruti Suzuki India LTD.) As a IT Ast. Manager 20/08/2016 to til date. (Gurgaon)

**System Administration**

* Managing Network Printer etc.
* Managing DNS, DHCP, VPN.
* Maintaining the network infrastructure LAN/WAN, installation, & configuration of network client workstations.
* Monitoring & advanced troubleshooting skills in OS related issues.
* Handling installation & configuration of operating systems, applications, servers & workstations.

**Technical Support/Troubleshooting**

* Addressing performance ensuring maximum network uptime.
* Suggesting improvements in the operations and processes to make the system foolproof.

**Client Servicing**

* Managing customer service operations for rendering & achieving standards.
* Responsible for resolving customer complaints on technical issues.
* Providing value added customer services by attending queries and issues.

 **Professional Experience**

* Day to day administration and troubleshooting of network
* Maintain the help desk issue tracking system on a regular basis.
* Anti-Virus update and check deployment of update in all the nodes.
* Taking daily Backup of Data on Server.
* Managing &Administering Users and Group accounts
* Installation and troubleshooting of applications
* Troubleshooting of mails and handling backup of mails
* Installation and troubleshooting of Network, Local Printers.
* Maintaining complete Hardware & Networking support to the Clients.
* Installation and Troubleshooting of MS Windows® XP Pro/2000 pro and other windows applications.
* Installation of various software and troubleshooting of applications.
* Configuration of Outlook Exp. & Microsoft outlook mail in client system
* Safeguard network and data security for all company locations, clients and employees.
* Communicate company IT policies and procedures to users and monitor user compliance.
* Implement initiatives to improve user compliance.
* Manage and execute IT projects as necessary.

**Security Expertise:-**

* Basic knowledge of CCTV System as Fixed dome, outdoor , PTZ cameras & DVR etc.. & How to view & get the recording from DVR ,NVR to a storage device.
* Including operation of Boom barriers along with Swing gates & turnstiles through HID readers.

 **Academic Details**

* 10th UP board ( 2005)
* 12th UP board (2007)
* B.C.A From Dr, Bhimrao Ambedkar University (2010)
* Diploma In Hardware & Networking From Universal( 2008) Network Of Info-tech ( Mathura )

**Personal Details**

* Father name \_ Mr Jagveer Singh
* Date of Birth \_ 25/06/1990
* Permanent add. \_ C- 198 Chander puri colony (Mathura)
* Martial status \_ Married
* Languages status \_ English, Hindi
* Hobbies \_ Listen Music

**DATE RAVINDER SINGH**