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**To apply my knowledge in my future endeavors and enable my employer to achieve milestones.**

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## **Objectives:**

- To work in creative and challenging environment using cutting edge technology where I can constantly learn and successfully deliver the solutions to the problem.
- Seeking a position to utilize my skills and abilities in the Information Technology Industry, a job where growth prospects are unlimited and individuality is recognized by work, and to achieve professional satisfaction by meeting higher responsibilities and involving in competent work areas.

## **Strengths:**

- A pleasing personality coupled with good communications skill and the keenness to take up new challenges further augment my assets.
- Comprehensive troubleshooting abilities, effective verbal and good customer handling skills. Ability to deal with people diplomatically, willingness to learn, hardworking, patient and polite.
- An enthusiastic approach to all tasks.

## **Career Snapshot:**

**Best Value Chem Pvt. Ltd.**

**System Administrator**

**(PRESENT)**

## **Responsibilities**

- Responsible for Daily support call for Desktop & Server related issues.
- Configure and Managing Upgrades, migrations, Hardware & Software.
- Implemented Trend Micro Apex & Symantec Endpoint protection Antivirus software.
- Administered change management related to server upgrades and software installation.
- Manage users Data Backup Software.(Acronics, veeam backup and replication).
- Manage Sonic Wall TZ 400 firewall (configure users policy, VPN Configuration, Mac Binding, network traffic management, Backup etc.) & also Work on Cyber roam CR 15ing firewall.
- Manage NVR, CCTV IP Camera its Maintenance.
- Handling inventory management of IT asset Management and other equipment.

**CMS IT Services Pvt. Ltd.**

**Customer Support Eng.**

**(JAN-17 TO MARCH 17)**

**L&T (Client) - As an Onsite Engineer**

**Responsibilities**

- Working at L&T (Switch gear Factory E&A) on provided Sapphire ticketing tool.
- Providing support of Incidence & Issues regarding Desktop and Laptop and Printer.
- Managing Inventory of Desktop & Laptop.
- Raising & closing request with DELL Desktop & Laptop hardware issues.
- Configuration network printer & Scanner on client systems
- Configuration of mail application (Outlook) as well as provide support regarding issues of it.

**Silicon System**

**Helpdesk Support Eng.**

**(2013-2016)**

**MasterCard (Client) - As an Onsite Engineer**

**Responsibilities**

- Installation & Troubleshooting of Client Operating System.
- Escalation of customer issues with different levels of support.
- Working at MasterCard provided GSM ticketing tool.
- Raising & closing request with DELL laptop hardware issues.
- Managing & maintaining Laptops/Desktops inventory as per senior instructions.
- Configuration of Printer & other Hardware Devices
- Installation of various type of application and troubleshoot it as per customer requirement.
- Configuration of Mail Application like Outlook, etc.
- Tickets are resolves with in the 24 hrs.

**HP Infosys Pvt. Ltd.**

**Hardware & Network Eng.**

**(2011-2013)**

**Responsibilities**

- Troubleshooting of Computer Hardware & Networking related problems.
- Resolves Ethernet, WIFI network related issue.
- At Vadodara Stock Exchange Pvt Ltd, Installing and troubleshooting of market software like ODIN, NOW etc.
- Configure, Installation and manage Symantec Endpoint Manager.

**Responsibilities**

- I had repairing all types of Dot Matrix Printer Head.
- Configuration and troubleshooting of Printer issues.
- Diagnostic & troubleshooting issues of various client Operating System.
- Assembling all types Desktop PCs.
- Configuration of home routers.

**Technical Qualification:**

- CCNS Course (CMS CERTIFIED NETWORK SPECIALIST) from CMS Institute, in 2011 At, Vadodara.
- Trade Apprentice completed at IPCL Instrument Mechanic for the period of 14th Apr 03 - 13th Apr 04

**Certification:**

- MCSA (13488794) (Microsoft Certified Solution Associate)

**Key Skills:**

- Having knowledge of Network setup and crimping.
- Sound knowledge of hardware and peripherals maintenance.
- Having knowledge of installation of Microsoft server operating system
- Having knowledge of Basic Router Configuration
- Basic knowledge of AD installation and configuration
- Experience with MS Office Packaged and Mail Clients.

**Educational Qualifications:**

- B.Com in M.S.UNIVERISTY from Vadodara, 2008
- H.S.C. from Gujarat Higher Secondary Education Board, Gandhinagar completed in 2003.
- I.T.I. in Instrument Mechanic Trade from Gorwa, I.T.I. Gujarat, India. In 2001
- S.S.C. from Gujarat Secondary Education Board, Gandhinagar completed in 1999

**Personal Detail :**

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**Language :** Gujarati,Hindi,English  
**Birth Date :** 24-05-1984  
**Marital status :** Married

**Declaration:**

I hereby declare that the information provided by me is correct and with all relevant Documents are present with me and are up to the mark and best of my knowledge.