

CURRICULUM VITAE

AKSHAY SAINI

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Address : H.No - 4/1, Village - Nagla Aimad , Post Office - Manglour ,Teshil - Roorkee ,
District - Haridwar , U.K. (247656)

CAREER OBJECTIVE

Intend to build a career with leading corporate of hi-tech environment with committed & dedicated people, which will help me to explore myself fully and realize my potential.

WORK EXPERIENCE –

1 YEAR AS A DESKTOP SUPPORT ENGINEER (L.1)

JOB RESPONSIBILITY –

- Logging, Remote L1 diagnoses and managing incoming end-user requests through phone, email or web and logging calls on behalf of users reaching through phone.
 - Manage end user devices remotely.
 - Check for logs files and troubleshooting
 - Application installation failure.
 - Support end-user related queries such as new account activation, login problems and connectivity queries.
 - Configuration of emails MS Outlook 2010,2013 and 2016 in Desktop & Laptop and Android Mobile and iPhone.
 - Installation, configuration and troubleshooting mailing client application.
 - Be proactive and cooperate fully with all other internal or external parties to resolve the Calls.
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- Desktop, Domain, intranet, related issue.
 - Answer end-user calls/mails and record the call information
 - E-mail troubleshooting (Configuring and Troubleshooting of Microsoft Outlook/Lotus Notes).

EDUCATIONAL QUALIFICATION

Examination	Specialization	Board/University	Year of passing	% of marks
B.Sc.	Computer Science	Shoubit University	2018	60%
12th	PCM	N.I.O.S.	2015	69.60
10th	Science	C.B.S.E.	2012	55.10

FIELD OF INTEREST

- *Networking*
- *Hardware*

COMPUTER PROFICIENCIES

- *ADIT (Advance Diploma in Information Technology) from "IT Computer Education".*
- *ADHN (Advance Diploma in Hardware & Networking) from "IT Computer Education".*
- *Basic Computing.*
- *Internet knowledge.*

OTHER ACTIVITIES

- *Obtained "NCC certificate - C" from 84UK BN NCC, Roorkee in 2014.*
- *Obtained "NCC certificate - B" from 84UK BN NCC, Roorkee in 2013.*
- *Participated in National Cadet Corps Camp in 2013.*
- *Obtained "CCC certificate.*

STRENGTHS & SKILLS

- *Self Motivated & Hard working.*

- *Positive attitude & Zeal to learn new things.*
- *Good Learning and Grasping Power.*

HOBBIES

- *Playing Cricket , listening Music.*
- *Helping and encouraging needy person.*

PERSONAL DETAILS

Father's Name : *Mr. Sukandra saini*
Date of Birth : *20 Oct 1997*
Gender : *Male*
Languages known : *English, Hindi*
Nationality : *Indian*
Permanent Address : *H.No-4/1, Village - Nagla Aimad , Post Office - Manglore ,
Teshil -Roorkee ,District - Haridwar , U.K. (247656)*

DECLARATION

I hereby declare that the above mentioned information is correct up to my knowledge and I bear the responsibility for the correction of the above mentioned particulars.

PLACE: *Roorkee*

(AKSHAY SAINI)