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***PROFILE:***

**A motivated and and Cisco Certified Network Associate who is keen on applying academic foundation and practical training in a role offering technical support in help desk environment. Accustomed to providing integral technical support and troubleshooting issues to hardware and software installation and set-up. Extremely adopt at providing exceptional customer service support in technical and diverse settings.**

COMPLETED WORKSHOP TRAINING ON IPv6 DEPLOYMENT AT APRICOT 2019 HELD AT DAEJEON, SOUTH KOREA

**Time Management**

**Good Team Player**

**Technical Troubleshooting**

**Software Support**

**Network Administration**

***SKILLS***

***CERTIFICATIONS***

**ITIL FOUNDATION**

**CCNA(SECURITY)**

**CCNA(R&S)**

**9310653093/9871880320**

**replytoajitsingh@gmail.com**

**HELPDESK ENGINEER**

**AJIT SINGH**



**EMPLOYMENT EXPERIENCE :**

**NATIONAL INTERNET EXCHANGE OF INDIA**

**HELPDESK ENGINEER** **Since (Aug-2016 to Till Present)**

The National Internet Exchange of India is the neutral meeting point of the ISP in Idia. Its main purpose is to facilitate exchange of domestic Internet traffic between the peering ISP members. This enables more efficient use of international bandwidth, saving foreign exchange. It also improves the Quality of services for the customers of member ISPs, by avoiding multiple international hops and thus reducing latency.

ACCOMPLISHMENTS :

* Provided first-tier support and troubleshooting for technology products and applications
* Diagnose, troubleshoot and resolve a wide range of software, hardware and network issues
* Managed inventory and tracked all hardware and software used
* Providing prompt responses to IT questions from Affiliates
* Provide troubleshooting and first level diagnosis of IT problems
* Checking the usage of IP Resources with the Network Diagram for the delegation of IP resources
* Assisting Affiliates in updating in APNIC whois database.
* Performed physical set up of desktop hardware and software

**EAST DELHI**

**CORPORATE MANTRA PVT. LTD. (Providing Manpower to Steria India Pvt. Ltd.)**

**INFRASRTUCTURE AND APPLICATION ENGINEER –MODERN POLICE CONTROL ROOM-GHAZIABAD Since (Jan-2015 to July 2016)**

Managing of the Infrastructure of the and facilitate of the smooth working of the Modern Police Control Room,

Ghaziabad. Providing the services for the Avaya IP office,Servers, switches,Routers and of CAD Application.

**ACCOMPLISHMENTS :**

Monitoring through Avaya IP Office Manager which result in improving of the user performance.

Maintaining the inventories and infrastructure of the Modern Police Control Room which result in smooth working of

the Control Room.

Responsible of updation of the software and hardware on the user end which result in zero percent downtime of the

systems.

**NOBLE CO-OPERATIVE BANK LTD.,NOIDA,U.P-**

**Senior Executive-DATA CENTER Since ( JULY’11-MAR'14)**

Managing of Data Center and to facilitate the uninterrupted smooth access to all branches of Noble Bank.

Providing the services like installation of the printers and its software,hardware issues,updation of the softwares

patches,Anti-virus installation and updation,back up of the servers and systems along with the application

software,network management,OS management,MPLS Management,User Administration,and also co-ordination of the

Hardware & Software Vendor for the implementation of the new Initiative for the development of the Data Center.

**ACCOMPLISHMENTS :**

Implemented MPLS(Multi Protocol Level Switching) in year 2013 for better data connectivity between Data Center to

all branches of the Noble Bank resulting in the better business development.

Design the website of the Noble Bank with the help of Virmati Software and Telecommunications Ltd. And also

implemented email of the branches along with the CEO,AGM,Loan Deptt. And the data centers of the Noble Bank

which lead to the modernization of the bank.

Set up the permission of blocking of the non-official sites with the help of Kaspersky Protection Utilities for the

protection of data along with the smooth process of the flow of processes in the bank.

Ensures 100% uptime of the servers and systems(also opting 2nd option of VPN and data cards,in case of server

downtime),regularly ensuring of the scanning of the systems through Anti virus for virus protection in remote

branches of the Noble Bank.Perform troubleshoot on data center, identify issues and assist in timely resolution of

same.

Along with the smooth working of Data centers, have also implemented many facilities like installing of Pass Book

Printer, replacement of old printer with the new and reliable ones, Implementation of FI (Financial Inclusion)

software which lead to the business development of the bank.

Monitoring of operations of the Data Centers activities like timely opening of the Data Center on time and ensure

compliance to Data Center standards and systems. Prepare plans for development and installation of data center

according to present and future requirements and to ensure the proper upkeep of UPS and generators for the bank

development.

Properly administration of the users ie. User creation,providing permission to the users and also continuously

watching the activities of the users in order to avoid any fraud related to bank and also to Data centers.

**AARGEE CONTRACTS (P) LTD-(SISTER CONCERN OF JAKSON ENGINEERS LTD**)

**IT ADMINISTRATOR ( SINCE SEPT’08- JUNE’11)**

Responsible for the properly working of the servers and 100% uptime of the servers and to uninterpretable flow of

the data across the network. Managing report related to server and system and to implement new technologies which

is beneficial for the growth of the company.

**ACCOMPLISHMENTS :**

Ensuring the proper installation of the softwares to the server and to sort out any difficulties to end user at the same

time.

Preparing reports related to datacentres, systems and data related to the network as well as server .Also implemented

Attendance systems (thumb impression) and payroll software in the company.

**ACADEMIA**

B.Tech (Electronics & Communication), UP Technical University, 2007

12th, CBSE

10th, CBSE

**TRAININGS ATTENDED**

Attended 1.5 months live training at LG Electronics Pvt Ltd (I&C Division), Noida

Attended 1 month live training at Supertech Limited on SAP BASIS ,Ghaziabad.

Date of Birth: 29 Sept 1981

Languages Known: English, Hindi

Passport : Yes