Pune, India

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### Nitin Modi

**8+ Yrs. of experience in IT Industry & around 6 Yrs in IT Support**  
Key Skills: Application support, End-User Technical Support & Troubleshooting.

## BRIEF profile

**Work Experience**: 9 Year(s)

**Current Employer : Nityo Infotech**

**Client : (HCL Tech)**

**Designation)**:IT Support Lead

Duration : June 2018 to Jan 2020

**Job Profile**:

- Providing Desktop/Lan/Wan/Server Support

- Install, upgrade, support and troubleshoot Windows 7 and Windows 8.1 & Win 10 and Microsoft Office Dealing with hardware and application support

- Solving issues related to desktop/laptop/softwares/application/Lan/Wan/Networking

- Leading Activities Related to data center

- Migration / installations of servers

- Troublshooting on servers and PC & Printer

- Onsite support /End user support

**Comtel (Client DBS)**

**Designation)**:L2 IT Support

Duration : June 2017 to Mar 2017

**Job Profile**:

- Providing L1 and L2 (Basic) support DBS end users

- Solving issues related to desktop/laptop/softwares/application/Lan/Wan/Networking

- Troublshooting on servers and PC

- Onsite support to user

- Suporting live chat / vendor escalations

- Leading for monthly and yearly activities SOP projects

**Antasis (Client Capitaland)**

**(Designation)**:L2 IT Support

Duration : Feb to 12th June( short term 3-4 months contract)

Nityo Infotech

**Duration:** Feb 2013– Feb 2017

**Client: CITIBANK**

**Functional Area (Role)**: Banking application support

**Job Profile**:

- Providing L1 and L2 (Basic) support for Citibank production servers

- Acknowledging Tickets raised by users and Tivoli systems and providing them solutions

- Performing health checks for servers

- Monitoring ITRS application

- Submitting jobs and schedules and monitoring EOD and BOD Batches

- Leading for monthly and yearly activities like cutover and COB

## Summary of skills and experience

**Summary**

* Around 6 Yrs of total IT experience
* 6+ Yrs of IT Support / Maintenance
* Well organized, proactive and self-directed, able to perform with minimal supervision and also a team player
* Solve problems independently using online and offline resources

## WORK EXPERIENCE

**Duration:** Jan 2008 – Jan 2013  
**Company:** Info solutions, Pune, India

**Designation:** Team Lead, IT Support service desk  
**Job Profile**:   
- Provide end-user technical support and troubleshooting to medical based US client base

- Escalate service request and resolve problems for end users

- Provide IT and technical supports to user departments

- Configure PC, handheld devices, printers, etc.

- Network and Wireless LAN troubleshooting

- Carry out Preventive Work on PCs, Servers and Firewalls

- Plan and perform scheduled systems and network maintenance

**Duration:** Mar 2006 - Dec 2007  
**Company**: Lion Tel, India  
**Designation**: IT Support Executive  
**Job Profile**:

- Troubleshooting PC, Network and Server related problems

- Ensure Backups are successful and properly done

- Manage Client’s IT Infrastructures

- Provide Recommendations for Upgrades and Improvements

- Carry out Preventive Work on PCs, Servers and Firewalls

- Prepare IT Status Reports / Documentations and Network Diagrams

- Attend to client’s request for IT Products

- CRM handling & maintaining call database

**Duration**: 2003 – Jan 2006

**Company**: OM Computers, Khamgaon India

**Designation**: Computer Hardware & Sales  
**Job Profile**:

- Assemble Computers for individuals & corporate sectors.

- Provision software, devices.

- Maintenance & repair of computers.

## Education

Diploma Hardware & Networking DCH From Osho academy Bhopal 2001-2003

B.Sc. (Computers) from Amravati University, Maharashtra in 2001

## Personal details

**Fathers Name :** RAMAN KUMAR MODI

**Nationality :** Indian

**Marital Status :** Married

**Language Known :** English, Hindi, Marathi

**Current Location :** Singapore

**Visa :** Hold Dependent Visa.

## Declaration

I hereby declare that all the statements made above are true to the best of my knowledge and belief.

Date: - 03/10/2018

(Nitin Modi)

Place: - Singapore