**Ritik Kumar Mishra E-mail:** hrithikarya1@gmail.com

 **Phone: +91-8375067090**

***PROFESSIONAL OBJECTIVE:-***

Seeking a platform where I can make the best use of my knowledge and skills and learn some innovative.

***EDUCATION QUALIFICATION:-***

* B.Tech in **Electronics and Communication** engineering with 56 % from Global institute of technology (R.T.U), INDIA 2017.
* Passed Senior Secondary School Certificate from C.S.Chaudhary, Madhubani-Bihar (B.S.E.B Patna) in 2010 with 52% marks.
* Passed senior school certificate from P.L.High School, Madhubani-Bihar. (B.S.E.B Patna) in 2008 with 60% marks.

***WORK EXPERINCE:-***

**Company Name – TASL ( TATA ADVANCED SYSTEM LIMITED )**

**Profile – Sr. Executive ( IT Administration )**

**Role – Permanent**

**Job Responsibility-**

* Supporting & Handling a **TASL as a SPOC** from Tech perspective.
* Responsible for **Data Backup** of Servers.
* **Resolve the Problem of User by Remotely** within a SLA.
* Create, backup or Provide Support in **Virtual Machine.**
* **Software Installation in Server, Windows and Virtual Machines and Azure Cloud.**
* Managing & providing permissions on shared Files and folders.
* Managing **Active directory**
* **Email ID & Group** Creation through Office 365
* Responsible for managing **Office 365 Licenses .**
* Responsible for managing new joinee Employee **( Domain ID , Email ID )** Creation.

* Responsible for solveing **Office 365 Outlook issues.**
* Responsible to manage **OneDrive.**
* **Sophos Antivirus** management.
* Responsible for managing **ITSM Tool.**

**Company Name - 3G Solution**

**Client Name - Newgen Software**

**Profile - System Admin**

**Duration: March 2019 – Aug 2019**

**Job Responsibility-**

* Supporting & Handling a **Newgen Gurgaon site as a SPOC** from Tech perspective.
* Responsible for **Data Backup** of Servers.
* Prepare a System & Laptop According Company’s Policies.
* **Resolve the Problem of User by Remotely** within a SLA.
* Create, backup or Provide Support in **Virtual Machine.**
* **Software Installation in Server, Windows and Virtual Machines and Azure Cloud.**
* **Network Issues** like Proxy or Other Problem.
* Assign Call to Engineer through **Omni desk / Service Now Ticketing tools**.
* Logging and maintaining user calls.
* Create **SLA report and Uptime Time Report, down time Report** on Daily basis.
* To **Encrypt and Decrypt system** through MacAfee Antivirus Console.
* Weekly updated **Windows patches through WSUS Server**. Moreover Even in Antivirus.
* Install and configure mail clients like **Microsoft Outlook, Windows live mail and Mozilla thunderbird**
* Installation of freeware and license software like **SQL Server, Visual Studio, Oracle server and Client, WAS, VM Ware, etc.**
* Handle and resolve Escalated calls on daily basis.
* Managing & providing permissions on shared Files and folders.
* Managing **Active directory**
* User ID creation through **Omnidesk**
* User ID lock through **Omnidesk**

**Company Name**:-**P.C.Solution**

**Client Name- Newgen Software**

**Profile: Sr. DESKTOP ENGINEER**

**Duration: May2017- Feb2019.**

**Job Responsibility-**

* Supporting & Handling a **Newgen Gurgaon site as a SPOC** from Tech perspective.
* Responsible for **Data Backup** of Servers.
* Prepare a System & Laptop According Company’s Policies.
* **Resolve the Problem of User by Remotely** within a SLA.
* Create, backup or Provide Support in **Virtual Machine.**
* **Software Installation in Server, Windows and Virtual Machines and Azure Cloud.**
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* Handle and resolve Escalated calls on daily basis.
* Managing & providing permissions on shared Files and folders.
* Managing **Active directory.**

**Company Name**:-**K.G.L Impex Pvt. Ltd (working for Samsung Electronics)**

***Profile: -DESKTOP SUPPORT ENGINEER***

***Duration: JUNE2015-April 2017***

* Provide Desktop & Laptop support to corporate users onsite and offsite on windows platform.
* Configure, troubleshoot and taking backups email related issue.
* Managing and configuring all standard software like MS office, Visual Studio.
* Troubleshooting of proxy and software and hardware.
* Installation of device drivers & hardware components.
* Support to user on emails, applications and other mobility device.
* Configuration & Sharing of local and network Printer, Scanner.
* Responsible for manage Desktop, Laptop, Printers and scanner inventory on daily Basis.
* Support on hardware, operating system, network connectivity and all in house application issue.
* Handling antivirus related issue such as virus issue, definition update, Installation of antivirus etc.
* Managing and installation of windows update on daily basis.
* Troubleshooting of Internet explorer issues.

***SUMMER TRAINING & INDUSTRIAL VISIT:-***

* **Successfully completed 45days training in Computer hardware & networking administration** at success information system Pvt. Ltd (Vapi- Gujarat) centre.
* Successfully completed the industrial visit in regional telecom training centre, A Bharat Sanchar Nigam Limited Delhi in 2012.
* Successfully completed the industrial visit in Prasar Bharti New Delhi.
* Attended 7th National level conference (NVESCOM), Jaipur.
* Successfully 2days campus connect program on VLSI & EMBEDED SYSTEM

***DETAILS OF PROJECT WORKED ON:-***

**MAJOR PROJECT NAME- L.P.G Detector with G.S.M Module**

TEAM MEMBER- 4

Components-Microcontroller, LPG gas sensor, GSM modem, LCD display, Buzzer, Comparator

Description-In this project we have tried to solve gas leakage problem, as well as conserve LPG gas in industry, home, pipeline & prevent of accident.

 **TECHNICAL SKILLS**

**Operating System: -** Windows 7, 8, 10, Win Server 2008 R2, 2012, RHEL, centos

**Skills in IT: -**Troubleshoot of Hardware & Software, Installation, ADS,Microsoft Outlook, O365 and network Printer, AWS (VPC, S2), VMware 5.0, 6.0, Active Directory

**Remote Tool**:-Dam Ware, WebEx, TeamViewer, Ammy admin, VNC viewer, Putty, MSTSC, BOMGAR.

**Ticketing Tool**:-ITSM (service Now), Square Tech Care,

***PERSONAL PROFILE***

Name :Ritik kumar mishra

Fathers /name :Aditya kumar mishra

Mothers name :Mamta mishra

D.O.B :16th August 1993

Nationality : Indian

Sex : Male

Strengths : Leadership, Decision making, Sincere & Hard working

Hobbies : Chatting,listening music, Playing Cricket

E-mail id :hrthikarya1@gmail.com.

Address :New Delhi.

Pin code :110092.

Passport : N/A

Relocate : Yes

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**Declaration:**

I hereby declare that the above furnished particulars are true the best of my knowledge and belief. I further submit that I will work to the entire satisfaction of my superiors.

 **PLACE:-**

 **DATE: - RITIK KUMAR MISHRA**