**Candidate Name**  
Address:

Mobile No:  
Email:

**Job objective**  
A hardworking, self-directed IT professional, with proficiency in PC troubleshooting and basic network troubleshooting, seeks a position of a Desktop Support Engineer in a competitive customer-centric setting.

**Summary of qualifications**

* Proven ability to successfully handle routine network operations such as troubleshooting issues pertaining to user access management, software installation, system backup, and printer setup, among others
* Proven expertise in providing active directory services, antivirus support, asset and configuration management, and remote troubleshooting of incidents, among others
* Innate ability to learn new methods and skills and apply them aptly
* Ability to work successfully in fast-paced IT environment, independently and as a part of large teams
* Impressive interpersonal and communication skills

**Technical skills**

* Windows XP, Windows 7, Windows 8, Windows Server 2008
* Active Directory
* MS Internet Information Server, MS Office 2007 and 2010
* MS Outlook
* McAfee, eScan, and other Antivirus Software

**Professional experience**

**1. Acute Informatics Pvt. Ltd., Allahabad, 02-July-2014 to Till Now**

**Desktop support engineer L2**

Responsibilities include:

**1. Desktop Support:**

* Handling routine desktop support issues, which include installing and re-installing Operating Systems (OS) and applications, configuring devices, MS-Office, MS-Outlook, and Acrobat Reader, among others
* Installing desktop and hardware such as CD-ROM, and Wireless cards, among others
* Communicating directly with customers on phone and via emails to address their issues
* Escalating relevant customer issues to the technical specialists and ensuring speedy resolution of the issues
* Call Logging & Escalation using E-helpdesk Portal for outstation users.
* Scheduling and attending periodic service review meetings with customers to identify gaps and resolve support issues
* Documenting case studies and relevant IT processes and procedures, and adding to the knowledge base of the organization.
* Communicate with vendor for providing hardware support.
* Supporting users and network administrators over the telephone and by email
* Configuration and testing of any new hardware and software.
* Configuring video conference & projector
* Taking backups & restore data of users
* Configuring print devices (network and local) on desktops
* Providing remote support through RDP, Ammy Admin and Team viewer
* Provide software support like Lotus Notes, SAP, Zimbra mail etc.
* Configuration & troubleshooting Mails (lotus client, MS-outlook & Zimbra mail) configuration like Lotus notes Archive process, Zimbra Desktop Mail configuration, Outlook Mail Configuration.
* Android and Windows Phone mail client configuration
* Providing anti-virus support
* Ensuring the anti-virus software is installed, properly configured, regularly updated and working properly on all PC and Laptop.

**2. Network Support**

* Providing L1 network support which includes configuring IPs and basic handling of switches, among others
* Punching and Crimping in UTP Cable, RJ45 Connectors
* Troubleshooting network connectivity (LAN) issues
* Manage Network asset as well deploy new infrastructure if required.
* Responsible for networking, design, installation and maintenance services.
* Configuring TCP/IP properties and mapping network drive
* IP Camera setting, configuration and network infrastructure development.
* PLC Networking and Data Communication

**3. Server Support**

* Installation & Maintenance of Desktop & Laptop in Workgroup and Domain Model.
* Creating and managing shared folders to the users.
* Creation, updating and deletion of user account in AD Directory.
* Managing user logon details.

**2**. **Perfect Computer Network, Jaunpur UP, 01-Sep-2013 to 30-June-2014**

**Desktop support engineer L2**

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* Documenting case studies and relevant IT processes and procedures, and adding to the knowledge base of the organization

**Education**

* Bachelors in Computer Science & Engineering, Uttar Pradesh Technical University (2007)
* Intermediate from UP Board (2007)
* High School from UP Board (2005)

**Personal Details**

Father Name:

Date of Birth:

Gender:

Nationality:

Marital Status:

Language Known: