

# **JOB RESUME**

## **PERSONAL:**

DEEPAK P CHAND

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## **EXPERIENCE :**

### **June 2019 to Oct 2020 -: IT Support Technician**

Fremont, Wa 98103

#### **ASKO Processing**

##### **\*Job Description:**

- Responsible for managing domain server, mail server, anti-virus server and Firewalls, VPN, Networks, Local Area Network, Wireless Area Network, router, software applications, hardware, access control, security systems, desktop systems, laptops, printer and sharing etc
- Good knowledge in concepts like replication, log shipping and database mirroring creating and editing of group policies, taking data backups and responsible for data security.
- PC configuration on networks, troubleshooting and providing support for networking, software and hardware, configure email clients like MS Outlook and Outlook express.
- Administer efficient working of ICT operations and achieve all objectives monitor all change management functions and ensure compliance to business requirements.
- Hands-on ability in performing Database Administration (DBA) activities like management of log file & data files, taking database backups and restoring.

### **Feb 2019 to May 2019 -: Deployment Specialist**

Bellevue, Wa 98007

#### **Mobile Integration Workgroup**

##### **\* Job Description:**

- Assists the move process by communicating with the project lead and other team members.
- Obtains daily project work assignments from project lead and executes activities until completed.
- Performs work with quality, efficiency and safety always
- Disconnect and reconnect PCs and other peripheral electronic desktop components per the project lead's direction and the specific job requirements.
- Record basic system information on PC Disconnect/Reconnect Checklist such as serial

numbers, manufacturer, model numbers and placement.

- Assist in the support of the customer's workstations, office space, labs, etc.
- Provides advanced workstation troubleshooting skills during setup.
- Providing both Tier 0 / Tier 1 support via ticketing systems for customers.
- Assisting project with system installations, workstation setup, and application installations

while on-site.

- Provides verification of successful workstation setup through step-by-step instructions.

- Movement of workstations and/or breaking down of equipment and boxes may be required

while on-site.

## **June 2017 to November 2018:- ICT Supervisor**

Suva, Fiji

### **Ashabhai & Company Limited**

\* Job Description:

- -Responsible for managing Domain Server, Mail Server, Anti-virus Server, ERP Systems

and Firewalls, VPN, MPLS, Networks, Local Area Network, Wireless Area Network,

Router, Software applications, Hardware, Access Control, Security Systems, Websites,

Desktops systems, Laptops, Printers and sharing etc.

- Creating and Editing of groups IT policies, taking data backups and responsible for data security.
- PC Configuration on networks, troubleshooting and providing support for networking, software and hardware, configure email clients like MS Outlook and Outlook express.
- Monitoring of all changes management functions and ensuring compliance to business requirements.
- Performing Database Administrations (DBA) activities like database creation, management of logs file & data files, taking database backups and restoring.

## **October 2014 to December 2016 -: IT Officer**

Suva, Fiji

### **Kasabias**

\* Job Description:

- Responsible for diagnosing & resolving hardware, software & end users problems.
- Acting as the first point of contact for all IT & technical queries.
- Developing the infrastructure and systems to meet the company's needs.
- Working within a TCP/IP network environment, including DHCP, DNS and Ethernet.
- Involved in the rollout of software updates and patches.
- Investigate specialist and complex IT support issues.
- Communicating with third party technical specialists.

- Configuring and managing backup & restore procedures.
- Maintaining a wide range of computer hardware and software programs.
- Identifying & reporting on the budgetary implications of IT projects and upgrades.
- Provide secondary support for LAN administration.
- Responsible for allocating work to junior staff and induction training for new staff.
- Deploying new hardware, server backups & evaluating new software & security risks.
- In-depth knowledge of Microsoft Windows client operating systems, XP, Vista/Windows & Microsoft Office up to Office 2007

## **January 2013 to December 2014 -: Part time Accountant**

Suva, Central Division, Fiji

### **N Mudaliar & Co**

\* Job Description:

\* Responsible for creating Customers Accounts, Vat and Bank Reconciliation

## **EDUCATION**

### **January 2013 to August 2014-: Integrated Info Services Limited(IISL)**

Completion of Diploma in Information Systems Managements

University Degree

### **January 2013 to March 2013-: Integrated Info Services Limited(IISL)**

Completion of Advanced Certificate in Computing

University Degree

### **Dayanand Anglo Vedic College, Nabua, FIJI**

Completion of high school

High School Diploma

2008 to 2012

### **Swami Shraddhanand Memorial School, FIJI**

Completion of primary school

1999 to 2007

## **REFERENCES:**

- **Mr. Rohit Chetty, Human Resource Manager, Ashabhai & Co. Ltd, Suva.**
- **Miss Ashika Lata Prasad, Human Resource Manager, Kasabias Ltd, Suva.**
- **Mr.Chandrika Prasad, Principal, Dayanand Anglo Vedic College, Nabua.**
- **Mrs. Savita D Nair, Principal, Dayanand Anglo Vedic College, Nabua**