PARVINDER SINGH

Union City, California.

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(510) 709 5099

A dedicated and qualified professional, seeking a position that allows to utilize education and experience to develop my carrier for potential leadership roles within Information Technology. With over 8 years' of experience I am very professional in maintaining a high level of patience and efficiency to minimize customer dissatisfaction and maximize customer loyalty.

Professional Summary:

- CompTIA A+ Certified on March 2, 2016.
- Dell, Lenovo & HP Certified.
- Strong skills in organizing, prioritizing and multitasking.
- Good oral and written communication skills.
- Dependable, punctual and courteous, positive can-do-attitude.
- Superior Computer skills with knowledge of computer hardware and software.
- Provide remote technical support.
- Good knowledge of Microsoft Windows, Mac-iOS, Linux and Android Operating Systems.
- Proficient in Microsoft Office Word, Excel Outlook & Acess.
- Experience of handling large Data and Data Migration.
- Good knowledge of functionality of all business departments such as Administration, Finance & Accounting, Sales, Purchase, Manufacturing and Warehousing.
- Have a reliable automobile for travel to customer sites.
- Clean DMV record.
- Able to lift 50 Pounds.
- Equipped with sound decision making, competent and comfortable in high-pressure situations.
- Superior attention to detail, highly organized, multi-tasking genius with the ability to quickly master new systems and software.
- Consistently meeting goals/deadlines, and exceeding expectations.
- Willing and able to learn new skills.
- Attended conventions and conferences to meet sales representatives and clients and discuss the developments of new products.
- TWIC (Transportation Workers Identification Credential) card holder.

Technical Skills:

Hardware:
New System build as per specifications. Configure new device / Hardware peripherals. Upgrade as per requirements. Small repair including Desktops, Laptops, Printers, etc, Troubleshoot, resolve & document. Periodic maintenance for a smooth performance.

Software:
New Operating System (Upgrade / Fresh / Network Image(PXE boot)) install including Windows, Mac iOS, Linux & Android. Multi OS install with VM Ware, Parallel Desktop and Mac Boot Camp. Upgrade and Configure. Backup & Restore with Disk Cloning software. Data Backup, Retention, Restore, Data Conversion, Recover lost data, Manage Bitlocker configurations.

Networking:
Wired / Wireless Router, Printers, Cameras etc. setup & configure, Setup mobile devices with network or other Bluetooth device.

Support:
Provided Phone, on Site & Remote login customer support, Maintain & organize corporate hardware inventory. Monitor, log and track all phases of help desk support.

Job History:

<u>Dell – Unisys</u> : Pleasanton, CA　　　　　　　　　　　　　　　　　**Oct 2016 - Current**
Field Service Engineer
  - ➢ Performs activities associated with installing, diagnosing, maintaining and servicing computer-related products, including but not limited to desktop & laptop computers, printers, network devices, standard software, and low-end servers at customer sites, and/or depot locations. Resolved product support issues that could not be addressed by service desk. Assignments range in complexity from troubleshooting and repair, to more difficult device repair, including reloading and re-imaging of PC's/laptops, and installing and optimizing hardware / software networking products.
    - • Obtained service parts daily at pickup location at FedEx in Pleasanton.
    - • Called/Verified customer's service request.
    - • Informed customers about issue resolution progress.
    - • Displayed courtesy and strong interpersonal skills with all customer interactions.
    - • Maintained composure and patience in face of difficult customer situations.
    - • Repair all hardware components on Dell, Lenovo and HP Laptops, Desktops and Servers.
    - • Setup new dispatches for new parts for Dell, Lenovo and HP computers.
    - • Provides follow-up on problems or escalation.
    - • Maintains a high degree of professionalism in actions, demeanor and dress.

<u>Sangram Systems</u>, Union City, CA.　　　　　　　　　　　　　　　**June 2008 – Sep 2016**
Self Employed - Owner

  - ➢ Freelance Desktop Support Technician. Responding to customer inquiries/request for technical support. This includes installing, diagnosing, repairing, maintaining and upgrading hardware and software. Utilizing technical documentation & troubleshooting skills to ensure optimal workstation performance. Providing enduser assistance & troubleshooting in person, by telephone, and via email. Assist users with research, evaluation, and purchase recommendations of new pcs and peripheral equipment.

<u>Agama Solutions</u>
Contractor – Computer Tech Support
  - ➢ Agama Solutions Inc. specializes in information technology services, consulting and training. They provide the experts, the technology, the methods, and above all the experience necessary to help our clients to exceed their business goals. Their Specialties include provide complete support to Software Quality Assurance, SOA Governance, Project Management, Application Development.

<u>VA northern California Heath Care System</u>, Martinez, CA.
Contractor – IT Hardware - Support
  - ➢ Performed migration, (refresh/reconnect process), on PCs and laptops. Installation of necessary software programs to computers. Setup of Outlook email service. Installation of printers to computers. Setup of new desktop PCs and laptops, including monitors, and all necessary peripherals. Replace internal hard drive on existing PCs and laptops. Troubleshoot any problems relating to transfer of existing user data. Record all serial numbers, and also names of migrated end users, for tracking purposes.

<u>Good Samaritan Hospital</u>, San Jose, CA.
Contractor – Computer Tech Support

  - ➢ Senior level technical support in corporate environment. Team lead for group of 12 technicians working on upgrade/imaging project on Dell laptops. Implementation of strategy for most efficient flow of imaging project with goal of meeting project deadline. Creation of documents to assist technicians with problems during imaging process