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| PANKAJ GAUCHAN | 1(310)-903-8692  pmgauchan169@gmail.com  3770 Vinton Ave  Los Angeles, CA 90034 |

PROFESSIONAL SUMMARY

Support IT Engineer with proven experience of more than three years in supporting end users (Infrastructure, Active Directory / Exchange and Office 365). Administration of Active Directory, Exchange server and Office 365 services. End user support for desktops and laptops (DELL, HP and others). Highly success working in high-volume calls. Consistently praised for communicating effectively with both technical and nontechnical users known for excellent problem-solving skills and patience in dealing with frustrated users. Active directory user and groups management experience End user support for computer and application issues. Experienced helping desk providing PC / Laptop support, Office 365 Admin Support, software, hardware technical support.

SKILLS

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| * Customer service * Systems analysis * Support end-users | * Read technical manuals * Relationship building * Technical troubleshooting | * User support * Repair hardware * Networking (LAN/WAN/DHCP/DNS) |

EXPERIENCE

**07/2020 – 11/2021** **IT Support Specialist** @ **Delta IT, Los Angeles, CA**

**operator@deltasupport.com**

**1(469)- 240- 9364**

* Help daily end user’s operation IT support including (User Management / Workstation Setup) Create / Modify and delete a new user and their mailboxes as well as Teams. Including group setups and email signatures.
* PC Imaging with Windows Deployment Toolkit
* Deploy Windows 10 laptops and desktop to multiple customer sites.
* Configuring Router (SonicWALL, Cisco), switch and WAP management.
* Configuring VPN with Sonicwall Routers and Clients
* Exchange Mailbox management and end users outlook support.
* Office 365 Basic Management for Exchange online, One Drive and Teams.
* Teams VoIP Phones, Setup/manage and firmware upgrades (Poly, Yealink and Audiocodes)
* Power shell basic management experience. Configure Hyper-V AND VMware server. Configure Dell server, Azure AD connect server.
* Experienced in online ticketing system, currently using Freshdesk, moving to ServiceNow.

**03/2019 – 06/2020** **IT Support Technician @ INTEGRATE IT, ARTESIA CA**

**info@integrateitsupport.com**

**1(323)-705-3828**

* Microsoft Teams conference room management
* Installation Poly camera, Monitor and Elmo setup with docking station
* PC and Laptop Deployment, Configuration setup and delivery to users.
* Printer Configuration, setup and deployment assistance.
* Supporting to End users for macOS, iOS, and iPad technology and solving with their software and applications issues.
* Analyze, Troubleshoot and resolve technology issues by providing white-glove customer service over the phone/email and in-person.

CERTIFICATIONS

* CompTIA A+ Certified

EDUCATION

* Tribhuvan University,

Kathmandu Nepal 02/2004

PROFESSIONAL REFERENCE

* Samir Thapa - Microsoft

sathap@microsoft.com

1(626)-747-5906

* Neetu Shrestha -GfK

Neetu.shrestha@gfk.com

1(401)-744-0546

* Peter – Integrate IT Support

peshalthapa.pt@gmail.com

1(213)-378-3143