Onkar Garg

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# Objective

An organized professional tech support engineer with OS knowledge, project and asset management skills with practical experience, keen to continue my career and prepared to work hard and smarter in order to achieve my organization objectives.

# Education

## x | 2014-2015 | Paradise INTERNATIONAL school

* **CGPA:** 9/10
* **Board:** Central Board of Secondary Education.

## Diploma | 2015-2018 | THapar polytechnic college,

* **Specialization**: Electrical Engineering.
* **Marks**: 71.00%
* **Board:** Punjab State Board of Technical Education.

# Skills

## Active Directory

* Object creation/deletion and movement from one group to another.
* Granting access of multiple groups to users in Active Directory.

# Experience

## TEchnical support engineer | Wipro Technologies | aug 2018 – Till Now.

* Providing technical support to endpoint user via Floor/Remote support using tools e.g Zoom, Cisco WebEx.
* Acknowledging software/hardware issues and providing resolution within set TAT.
* Coordinating with external vendors for technical help and support.
* Endpoint software/OS migrations.
* Active directory management.
* Installing/Upgrading or decommissioning hardware components.
* Resolving OS and hardware issue on Thin Client machines.
* Providing physical technical support to Foreign VIP business Clients.
* Endpoint Defect remediation of monitoring tools. E.g. AV, SCCM and DLP.
* Managing/Remediating communication defects to Monitoring tools e.g. SCCM & DLP.
* Installing and Maintaining Security tools updates. such as Anti-Virus tools.
* Weekly patch deployment activities.
* Asset Management for Endpoint devices.

## ABOUT ME

* Languages KNOWN: English, Hindi, Punjabi.
* HOBBIES: Music, Adventure Sport.

I solemnly declare that all the above furnished information is free from error to the best of my knowledge and belief.

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