BIPESH GIRI

DATE OF BIRTH – 06 SEP 1995
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To gain expertise in the field of IT by working with an organization with complete honesty and dedication.

EXPERIENCE

SENIOR L1 DESKTOP ENGINEER IN KALYANI INFORMIX PVT LTD
(01 JUNE 2023 – TILL DATE)
Client – VFSGLOBAL PVT LTD

- **Install and configure MS Outlook office O365**
- **Troubleshooting laptop issue**
- **Mapping drive, Sharing folder, Data Backup**
- **Installation of USB and Network Printers also share printer**
- **Proficient in handling escalated calls and providing Technical Support to end-users.**
- **Coordinating with Vendors for hardware failure Issues.**
- **Providing the Remote support by using VNC Mstsc, team Viewer, Application and working on Application Related issues.**
- **Troubleshooting system and basic network problems and diagnosing and solving hardware software faults, replacing parts as required.**
- **Configuring Cisco Webex, Zoom & Teams for intercommunications of management users.**
- **Creating new users for VDI, Domain Users Add user domain account to workstation**
- **Configuration of outlook on Android / iPhone /Tablet by using mobile iron/Boxer Intune application and establishment of Wi-Fi connection.**
- **Installation of Operating Systems windows 7 to 10. &11**

L1 DESKTOP ENGINEER COMPRINT TECH SOLUTION PVT LTD
(01 MARCH 2022 – 31 MAY 2023)
Client – TELEPERFORMANCE PVT LTD

- **Install and configure MS Outlook office O365**
- **Troubleshooting laptop issue**
- **Mapping drive, Sharing folder, Data Backup**
- **Installation of USB and Network Printers also share printer**
- **Proficient in handling escalated calls and providing Technical Support to end-users.**
- **Coordinating with Vendors for hardware failure Issues.**
- **Providing the Remote support by using VNC Mstsc, team Viewer, Application and working on Application Related issues.**
- **Troubleshooting system and basic network problems and diagnosing and solving hardware software faults, replacing parts as required.**
- **Configuring Cisco Webex, Zoom & Teams for intercommunications of management users.**
- **Creating new users for VDI, Domain Users Add user domain account to workstation**
- **Configuration of outlook on Android / iPhone /Tablet by using mobile iron/Boxer Intune application and establishment of Wi-Fi connection.**
- **Installation of Operating Systems windows 7 to 10. &11**

AS A BACKUP ENGINEER AT BRIGHT MINDS PVT LTD.
(10 NOVEMBER 2021 – 28 FEB 2022)
Client – ADANI GROUP

- **Installation of Operating Systems windows 7 to 10. &11**
- **Applications Related to Reservations & Ticketing. (Sabre Interact, Sabre Native, CRIS, SAP, VPN.**
- **Provide print server access to get printer and scanner access.**
- **Provided Remote support.**
- **Configuration of outlook and troubleshooting.**
- **Install computer hardware and software on desktops to keep versions current.**
- **Setting up new user's accounts and profiles and dealing with password issues.**
- **Provide share folder Access and managing Group policy**
- **Talking staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues**

EDUCATION

2009-10
SSC UP BOARD
TRML PUBLIC SCHOOL

2011-12
HSC UP BOARD
JIC COLLEGE

2021-24
DEGREE, BACHELOR OF INFORMATION TECHNOLOGY
IN MUMBAI UNIVERSITY

CERTIFICATION

AZURE ADMINISTRATOR AZ-104
WITH ATTARI CLASSES KURLA
MUMBAI.

TECHNICAL SKILL

- **Creating Resource Group & Managing Resources.**
- **Creating Virtual Networks (V-NET).**
- **Deploying and Managing Azure Virtual Machines (VMs),**
- **Configuring Azure networks and security groups**
- **Implementing storage solutions (Azure Blob Storage, Azure Disk),**
- **Utilizing Azure Active Directory (Azure AD) for user access management,**
- **Automating tasks with Azure PowerShell,**
- **Monitoring system-health with Azure Monitor,**
- **Performing cost optimization within Azure subscriptions.**

SKILL

- Written and communication skills.
- Goal oriented and competent
- Willingness to learn
- Approachable and open to new ideas
- A self-starter with the ability to work independently and as a part of a team

Declaration: I hereby inform you that the details furnished above are true to the best of my knowledge