

1 CURRICULUM VITAE



Praveen Rajput

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IT Technical support

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Profile

Energetic and enthusiastic technical support representative with 19 months of experience in technical support. Able to quickly diagnose hardware issue and explain situation in a concise and simple way

Work experience

September 2020 to February 2021

Leeway technology

Field support engineer

Performing the troubleshooting steps and validate the exact issue and fix the issue.

Performing the driver update and BIOS update, and install the (OS) operating system, clean and maintain the system and observe the system.

Configure the system.

Assembling & disassembling of computers.

Technical support.

Troubleshooting system.

Installing, maintaining different hardware devices.
 Installing, maintaining, & troubleshooting of LAN using switch & hub.
 Troubleshooting various network & hardware problems.
 Planning and managing Local Area Networking.
 Installation and configuration of DNS.
 Backup and Restore System state Data.
 Configuring and troubleshooting of mail clients (MS Outlook)
 Installation, Configuration of Network Printer & Local Printer

Concentrix pvt Ltd

Experience 21.4.2021 - 07.05.2022

Coordinated with L1 technical support specialist to take over call, chat, mail.
 Assisted user more difficult technical issues requiring a great level of personalized care in great length.
 Handling all domain and email troubleshooting steps.
 Supporting Lenovo laptop and desktop.
 Remote in using www.logmein123.com remote in to user device.
 Completed installation and configuration of windows, system optimization, and update.
 Performed troubleshooting steps and support to B2B.
 Manually examine and repair computer hardware.
 Test functionality and assess issue by operating computer system or related.
 Troubleshoot computer system to fix the issue.
 Diagnostic the hardware failure

Education

(BCA) Bachelor of computer application (2019)
 IT certificate in Hardware and Networking

Skills

Customer service
 Critical thinking

Problem solving
Adaptability
Communication
Team work
Positive mental attitude
Active Listening
Computer and electronics
Troubleshooting

Languages

Kannada
Hindi
English