Ashok Yadav

705 ShivShakti Building | Goregaon East(M) - 400063 | 7077809375

EMPLOYMENT HISTORY

Desktop Support Engineer – L2   **Goregaon East**

Globtier Infotech Pvt Ltd.   *October 2022 – Present*
- Working at client location (Sun Pharma HQ) with TCS project.
- Provide timely and effective technical assistance to end-users via phone, email, chat, or in person.
- Diagnose and resolve hardware and software issues related to desktops, laptops, printers, and other peripherals.
- Troubleshoot operating system and application problems and provide solutions.
- Install, configure, and upgrade hardware components, including CPUs, RAM, hard drives, and graphics cards.
- Set up and deploy new computers, laptops, and peripheral devices.
- Perform hardware repairs and replacements as needed.
- Install, configure, and update operating systems, applications, and software patches.
- Provide guidance to users on software usage and troubleshoot software-related problems.
- Ensure software licenses are up to date and in compliance with organizational policies.
- Create, modify, and deactivate user accounts in accordance with company policies and security best practices.
- Manage user permissions and access controls to safeguard sensitive data.
- Implement security measures to protect systems from malware, viruses, and unauthorized access.
- Provide remote technical support to off-site or remote users.
- Use remote access tools to diagnose and resolve issues on users' devices.
- Maintain detailed records of support requests, resolutions, and actions taken.
- Create and update technical documentation, user guides, and knowledge base articles.
- Escalate complex technical issues to higher-level IT teams when necessary.
- Collaborate with other IT personnel to resolve challenging problems.

Major Accomplishments
- Worked with security, server and network teams for the deployment of security agents (deep security, trend micro, EY accessor, etc) on the windows servers 2008, 2008R2, 2012R2, 2016R2 & 2019 in Google cloud clusters and maintain the data from the exchange servers.

Hardware & Network Engineer   **Jogeshwari West**

Trend Vision LLP   *November 2016 – October 2022*
- Installation of various Operating Systems.
- Uncompressing Files & Folders in an NTFS Partition.
- Managing the Antivirus for latest updates & Patches.
- Installation Client based Software Applications.
- Providing supports for Server, Firewall, Networks & Backups
- Microtik CCR Installation & Support
- Installation of Printers & Troubleshoot.

- Configuration & Manage the Wireless Network & Network Printers as required.
- Troubleshooting client computer out of office with the help of any desk and Team viewer.
- System Backups (Data Drive & Extra HDD)
- Create new user for Domain.
- Server Folder user Permission.
- NAS Server Folder Creation & User wise Permission.

SKILLS

- Hardware: Desktops, Laptops, Networking Printers.
- Operating Systems: Windows 2008/2008R2/2012R2/2016R2/2019 Server, Windows 7, 8,10,11 Professional
- Networking Equipment :Switches, Routers, Wireless Routers, Access Point

CERTIFICATION

- AWS Cloud Solution Architect.
- Diploma in Hardware & Networking.

EDUCATION HISTORY

Master in Arts (M.A.)	:	VBSPU Jaunpur (*2006)*
Bachelor in Arts (B.A.)	:	VBSPU Jaunpur (*2004*)
Intermediate (12th)	:	U.P. Board (*2001*)
High School (10th)	:	U.P. Board (*1999*)