

Swapnil Kumar Srivastava

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Mobile No: 9795899183

Location: Pune

Objective:

To work in a firm with a professional work driven environment where I can utilize and apply my knowledge, skills which would enable me as a fresh graduate to grow while fulfilling organizational goals.

Education:

Qualification	University /Institute	Percentage
B.Tech	GLA University	64.48%
12 th	Lucknow Public School	65.80%
10 th	Lucknow Public School	79.80%

Working Experience:

- **Company:** Inuxu Digital Media Technologies Pvt. Ltd (Payroll: Evision Technolab Pvt. Ltd)
- **Designation:** Service Desk Engineer
- **Duration:** 18th November 2022 to till now

Technical Skill:

- Work on Experience of Windows 8, Windows 10 & 11 Installation, Customization and Administration.
- Knowledge In: Setting up Wireless NIC, Local and Network Printer Setting and Configuration.
- Remote Management through Team Viewer, VNC & Ammy Admin to solve Windows and Software Installation.
- Installation of various software, Application and Utilities.

Nature Of Job:

- Working as Service Desk Profile.
- Provide Service Desk support to approx 245 corporate users' Handle a team of 3 IT Support Engineers Answering phone calls, Obtain necessary information from users to adequately describe the request or problem reported and put it into the tracking tool.
- Monitored and executed all end user calls related to IT Services.
- All mails to be read thoroughly and replied to all the concerned in case of escalation.
- Generating the tickets and aligning the Engineer of Concerned Team to solve the issue encountered.
- Coordinating with engineer, as well as with user for the update of the call.

- Closing the ticket ID with the proper resolution method followed by engineer to troubleshoot the issue.
- Taking the user acknowledgement before closing the ticket ID.
- Check and generate the Daily call report, Monthly call report.
- Interacting and escalate issue with senior and follow end to end resolution.
- Coordinate and manage relationships with vendors that provide hardware, network and other support.
- Maintaining hardware and software Inventory and follow all IT documentation process
- Knowledge and work close with service desk & ticketing software tools like remedy, footprint.
- Remote Support as per requirement through Team Viewer, VNC, Remote Desktop to solve Windows and Software issue.
- Managing the installation and configuration part of all standard Software as per the company Policy.

Key Attributes:

- Sense of commitment & knowledge enables me to execute my tasks efficiently.
- Quality of being a good team player enables me to adjust in different situations and adapt to different environment easily.
- Self-confidence, good communication skills and Leadership quality
- Comfortable to work in different shifts and 24 / 7 environment.

Personal Details:

- Name : Swapnil Kumar Srivastava
- D.O.B : 07-11-1991
- Languages : Hindi & English
- Address : 555 Kha/ 2 Ka 1, Bhola Khera, Alambagh, Lucknow 226023

Declaration:

I hereby declare that the above given information is truth in the best belief of my knowledge and if you give me a chance to work under your kind control. I will try to satisfy you with my hard work, ability and behavior.

Date:

Place:

Signature