

Sanjay Gupta

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Career Objective

To leverage my technical skills and experience in a challenging environment where I can contribute to organizational growth while continuously evolving professionally.

Professional Experience

Geekay Infotech, Ghatkopar

Sr. Engineer System Management

August 2022 – Present

Client Place: Kale Logistics Pvt Ltd, Thane

- Monitor and maintain system performance as per requirements.
- Troubleshoot system issues and outages efficiently.
- Ensure IT security through robust access controls, backups, and firewalls.
- Upgrade systems with the latest releases and models.
- Support help desk and technical teams in troubleshooting and root cause analysis.
- Install and troubleshoot Visual Studio (2015, 2019, 2022) and SQL (2014, 2016, 2019).
- Guide customers through the installation of applications and peripherals.
- Conduct remote troubleshooting and support.
- Install and configure software, hardware, and networks.
- Monitor server performance and ensure IT infrastructure efficiency.
- Utilize CA Service Desk & Remedy ticketing tools with SLA management.
- Support video conferencing systems (Polycom, Avaya) and manage projectors.
- Configure and troubleshoot audio, video, and networking devices.
- Responsible for providing 1st /2nd level desktop support to end-users in troubleshooting and resolving application related issues.
- Handling technical related issues and Co-ordinate with various Teams and giving support to Server level and Network level issues.
- Installing, Updating and troubleshooting McAfee, Symantec Endpoint Protection and Patches and keep the system under ISMS compliance.
- Creating and Managing user accounts and Profiles, giving permissions to the users in Active Directory.
- Assist with user account issues such as login problems, password resets, and access rights.
- Monitor server performance, resource usage, and system health to ensure optimal operation.
- Implement and manage backup solutions, perform regular data backups, and ensure disaster recovery plans are in place.

Final Search Private Limited, Bangalore

Desk Side Engineer L2

March 2021 – August 2022

Client Place: Concentrix, Chandivali

- Install, configure, and troubleshoot MS Office (2016, 2019, Office 365) and OS (Windows 7, 10, 11).
- Address user tickets for hardware, software, and networking issues.
- Provide remote support and escalate unresolved issues as needed.
- Manage user accounts and permissions in Active Directory.
- Install and troubleshoot various security and networking applications (Symantec, Cortex, FireEye, Netskope).
- Provide remote support through ZOHO Assist and handle client application software installations (Citrix, Cisco AnyConnect, FortiClient VPN).
- Installation & configuration OS Windows 7, 10 & Win 11.
- Knowledge of CA Service desk & Remedy ticketing tool with SLA.
- Direct unresolved issues to the next level of support personnel.
- Giving permissions to the users on File server.

Achievements:

- RNR Award 2021

Elegant Network, Thane

Desktop Support Engineer L2

October 2017 – January 2021

Client Place: Teleperformance, Thane

- Address LAN and operating system issues (Windows XP, 7, 10, 11).
- Install, troubleshoot, and upgrade client application software (Citrix, Cisco VPN, VMware).
- Configure email clients (Thunderbird, Outlook) and provide remote support via Dameware.
- Manage technical issues and coordinate with teams for server and network support.
- Ensure ISMS compliance by managing security software and updates.

Achievements:

- RNR Award 2018

Net Connect Pvt Ltd

Desktop Engineer L1

October 2015 – September 2017

Client Place: Intelenet Global, Thane

- Collaborated with offshore teams for timely issue resolution.
- Diagnosed and communicated issues effectively.
- Monitored scheduled jobs and managed incident tickets within SLA.

- Experienced in Incident Management Processes.

Academic Profile

- **Graduation:** B.Com
RJ Thakur College, Thane, Mumbai University

Diploma

- **Diploma in Hardware and Networking**
IT Source, Thane

Personal Details

- **Name:** Sanjay Gupta
- **Date of Birth:** August 30, 1990
- **Gender:** Male
- **Nationality:** Indian
- **Marital Status:** Married
- **Languages Known:** English, Hindi, Marathi

Declaration

I hereby declare that the details provided are true and correct to the best of my knowledge.

Place: Kalwa

Date:

(Sanjay Gupta)