

# Resume

## Aman Bharti

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### Career Objective :

Looking forward to work in the organization where my technical and analytical skills could be used effectively and efficiently and get the challenges to improve it further.

### Summary of Qualifications:

- Proven ability to successfully handle routine network operations such as troubleshooting issues pertaining to user access management, software installation, system backup, and printer setup, among others
- Proven expertise in providing antivirus support, asset and configuration management, and remote troubleshooting of incidents, among others
- Innate ability to learn new methods and skills and apply them aptly
- Ability to work successfully in fast-paced IT environment, independently and as a part of large teams
- Impressive interpersonal and communication skills.

### Technical skills

- Windows XP, Windows 7, Windows 8,10, Windows Server 2008,2012,2016,2022.
- Asset management and creating the MIS reports.
- Vendors coordination for resolving organization issues.
- Team Handling and Management.
- Active Directory, Group Policies configuration.
- SCCM Support and software upgrade.
- Service Now ticketing tool handling.
- Working in ITIL framework
- MS Internet Information Server, MS Office 2007 and 2010,office 0365
- MS Outlook
- Quick Heal, NP AV, and other Antivirus Software.
- CCTV Camera Troubleshooting and configuration.
- DVR/NVR configuration and Troubleshooting.
- Linux support and configurations.
- Mac Support and configurations.

## **Work Experience :**

**Company: Starconnect bussiness solution pvt. Ltd lonavala from 5th april 2024 to till date.**

**Designation: CCC Support Staff**

### **Engineer Job Responsibility:**

- Network Tnoc Monitoring on Motadata,Cisco EPNM, Service Manager , C-Dot Tool.
- Working on Service Manager TT , Trouble Ticketing System tool.
- According to Ticket coordinate with user and update and close the ticket.
- Network Performing the L1 and L2 level of troubleshooting, Routing & Switching.
- Ability to work a 24x7 and on-call rotation schedule.
- Making of Network report and sending mail.
- Primary troubleshooting of network related issue.
- Managing and Working with 5000 + cisco Routers ASR 920 and ASR 9006 and Cisco network devices.
- Monitor the Network Management System (NMS) to ensure network availability, performance, and health.
- Proactively identify and respond to network-related alerts and events.
- Perform initial analysis and troubleshooting of network incidents detected by the NMS.
- Receive, log, and categorize incoming helpdesk tickets.
- Prioritize and assign tickets based on urgency and impact.
- Ensure timely resolution of tickets by providing accurate and effective solutions or escalating them to the appropriate teams.
- Follow up on open tickets to ensure timely resolution and customer satisfaction.
- Escalate complex or unresolved issues to senior technicians or other support teams.
- Coordinate with other teams to ensure smooth and efficient problem resolution.
- Answer incoming support calls and provide technical assistance.
- Troubleshoot and resolve network-related issues over the phone.
- Log call details and resolutions accurately for reference and reporting.
- Conduct initial troubleshooting of network incidents or user-reported problems

**Company: Hemmersbach india pvt ltd Mumbai from December 2022 To april 2023**

**Designation: Onsite Technician**

### **Engineer Job Responsibility:**

- Provided support through Phone Call, Chat & Email Services
- Closing daily service now tickets.
- Trobleshooting VPN Issue.
- Taking follow up Link down issues till closure with Vendor.
- Troubleshooting day to day issues related to Network within.
- Installation, configuration and troubleshooting in Microsoft Outlook 2003, 2007, 2010 & office 365.
- Installation and Troubleshooting local Printer and Network Printer.
- Responsible for troubleshooting Microsoft windows issues.
- Responsible for configuring & troubleshooting Microsoft outlook accounts.
- Responsible for maintaining the network & troubleshooting network issue.
- Responsible for sharing the network printers.

- Responsible for hard disk cloning for backup purpose.
- Coordinate with client's system and network engineering team.
- CBDT All Software and Application Manage and Configuration etc.
- Providing remote support through RDP, Ammy Admin and Team viewer, Any Desk.

## **2. Network Support**

- Providing L1 network support which includes configuring IPs and basic handling of switches, among others
- Troubleshooting network connectivity (LAN)(WAN) issues.
- Manage Network asset as well deploy new infrastructure if required.
- Configuring and installing various network devices and services (e.g., routers, switches, firewalls,)

Performing network maintenance and system upgrades including service packs, patches, hot fixes and security configuration

- Responsible for networking, design, installation and maintenance services
- Configuring TCP/IP properties and mapping network drive.

## **3. Server Support**

- Installation & Maintenance of Desktop & Laptop in Workgroup and Domain Model
- Creating and managing shared folders to the users
- Creation, updating and deletion of user account in AD Directory
- Managing user logon details.

**Company: High tech informatics pvt ltd Mumbai from july 2023 to december 2023**

**Designation: Desktop support & Technical Support**

### **Engineer Job Responsibility:**

- Responsible for computer assembling, upgrading and maintenance of PC
- Responsible for troubleshooting hardware and software problems
- Responsible for installing and configuring the peripheral devices and drivers.
- Responsible for installing application software like antivirus, MS-Office, Adobe & Acrobat Reader etc
- Responsible for installing OS Win Xp, 7, 8.1 ,10 Win server 2012 as per user requirements
- By troubleshooting and detecting their issues providing best level support before escalating to L-3 or field team
- Troubleshooting day to day issues related to Network within the SLA.
- Installation, configuration and troubleshooting in Microsoft Outlook 2003, 2007, 2010 & office 365.
- Responsible for troubleshooting Microsoft windows issue.
- Responsible for configuring & troubleshooting Microsoft outlook accounts.
- Responsible for maintaining the network & troubleshooting network issue.
- Responsible for sharing the network printers.
- Coordinate with client's system and network engineering team.
- Providing remote support through RDP, Ammy Admin, Any Desk and Team viewer.

**Company: Gateway solutions Rewa (M.P.) from july 2019 to december 2022**

**Designation: Desktop support & Technical Support**

**Engineer Job Responsibility:**

- Responsible for computer assembling, upgrading and maintenance of PC
- Responsible for troubleshooting hardware and software problems
- CCTV Camera installation and troubleshooting
- DVR/NVR installation and troubleshooting
- Responsible for installing and configuring the peripheral devices and drivers.
- Responsible for installing application software like antivirus, MS-Office, Adobe & Acrobat Reader etc
- Responsible for installing OS Win Xp, 7, 8.1 ,10 Win server 2012 as per user requirements
- Troubleshooting day to day issues related to Network within the SLA.
- Installation, configuration and troubleshooting in Microsoft Outlook 2003, 2007, 2010 & office 365.
- Responsible for troubleshooting Microsoft windows issue.
- Responsible for configuring & troubleshooting Microsoft outlook accounts.
- Responsible for maintaining the network & troubleshooting network issue.
- Responsible for sharing the network printers.
- Coordinate with client's system and network engineering team.
- Providing remote support through RDP, Ammy Admin, Any Desk and Team viewer.

**Company: Ebix Smartclass pvt. Ltd. Rewa (M.P) from August 2018 to June 2019**

**Designation: Desktop support & Technical Support**

**Engineer Job Responsibility:**

- Troubleshooting class room PC.
- Responsible for troubleshooting hardware and software problems
- Responsible for installing and configuring the peripheral devices and drivers.
- Responsible for installing application software like antivirus, MS-Office, Adobe & Acrobat Reader etc
- Digi board installation and troubleshooting
- Projector installation and maintenance
- Troubleshooting day to day issues related to Network within the SLA.
- Installation, configuration and troubleshooting in Microsoft Outlook 2003, 2007
- Responsible for troubleshooting Microsoft windows issue.
- Responsible for configuring & troubleshooting Microsoft outlook accounts.
- Responsible for maintaining the network & troubleshooting network issue.
- Responsible for sharing the network printers.
- Coordinate with client's system and network engineering team.
- Providing remote support through RDP, Ammy Admin, Any Desk and Team viewer.

**Education :**

- High School (X) from MP Board, Bhopal.
- Intermediate (XII) from MP Board, Bhopal.
- Engineering Diploma in Computer Hardware & Maintenance, RGPV Bhopal Govt. Polytechnic College Rewa (M.P.) (2017)
- BCA from makhanlal chaturvedi university Bhopal

**Personal Profile:**

Date of Birth :	10 <sup>th</sup> April 1995
Father's Name :	Mr. Satish saket
Father's Occupation :	Farmer
Mother's Name :	Mrs. Hiraniya saket
Adderss:	Behind baba hotel amahiya Rewa (M.P)
Strengths :	Willingness to learn, never hesitate to take responsibility.

I hereby declare that the information given above is true to the best of my knowledge and belief.

**Place: Rewa**

**Aman Bharti**