



**Dileep Kumar Singh Chaudhry** **Featured**



My name is Dileep Kumar Singh Chaudhry and currently i am working a job in Havells India Limited' project.

I have hold the degree of B. Tech. I have skilles of window admistration and in this company and all the employee called me Computer's Doctor.

Current Designation: Desktop Support Engineer

Total Experience: 5 Year(s) 4 Month(s)

Current Company: Fidelis Corporate Solutions

Notice Period: 1 Month

Current Location: Delhi

Highest Degree:

Pref. Location: Lucknow,Jaipur,Delhi / NCR

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engrn

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Software Installation,Desktop/Tech Support Engineer,Remote Support,Configuration Management,Incident Management,System Administration,System Assembling,Outlook Configuration,Active Directory,Windows Administration

Verified : Phone Number | Email - id

Last Active: 22-Jan-21

Last Modified: 22-Jan-21

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## Summary

Seeking new responsibilities to explore and enhance my technical knowledge gained at my last job and current job in the last five years. I hold a B.Tech from Pratap University, Jaipur college and i had got the campus selection in 6th semester.

## Work Experience

### **Fidelis Corporate Solutions** as Desktop Support Engineer Oct 2019 to Till Date

1. Create Domain account on laptop and desktop users.
2. Configuration and managing the group policies and user policies.
3. Handle the router and switch configuration.
4. Installation and configuration of outlook 365, 2013, 2016.
5. Installation and configuration of sap 7.4, 7.5.
6. Installation and configuration of Win-8.1, Win-10(V. 1909) and dual boot installation.
7. Managing encryption and decryption of Win-magic Secure-doc.
8. Installation and up-gradation of operating systems from SCCM software center.
9. Maintaining the incidents/ service request assigned to them till resolution.
10. Managing and implementation of LAN Network.
11. Troubleshooting LAN network and LAN connection issue.
12. Managing the Endpoint DLP, Symantec Antivirus, Net-scope, MCEMS, One-Drive support.
13. Managing the online printer?s (HP Page-wide, Kyocera Task-alfa 3212i) issues.
14. Managing the system inventory reports.
15. Maintaining the system via Team, SCCM remote support.
16. Manage the one drive data of system.
17. Managing the hardware and software problem.
18. Managing the SLA and Incident resolution.
19. Managing the break down time of the call.
20. Managing the compliance activity.
21. Managing the other sites support via Teams, Zoom, SCCM remote, Any Desk, Team Viewer.
22. Creating the SOP?s all the software and hardware troubleshooting and installation.

Key Responsibility:

1. To handling the Delhi Branch with warehouses of Havells India Limited.
2. Ensuring client satisfaction.
3. Ensuring high service standards are met.
4. Ensuring that targeted SLAs are achieved in the said period.
5. Remote support to all Delhi Branch users during lockdown in Covid-19

### **Kaizen It Services Private Limited** as Desktop Support Engineer Jul 2015 to Oct 2019

## Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

Project: (CBDT) Income Tax, Kanpur,  
Work Place - Income Tax, Kanpur,  
Sites ? Main office and other 5 locations in U.P.

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Education

UG: **B.Tech/B.E (Computers)** from **Pratap University, Jaipur, Rajasthan** in **2015**  
PG: **in 0**

Other Qualifications/Certifications/Programs:  
**CCNA training**  
**Linux administrator (RHCSA & RHCE) version 7.0**  
**Linux administrator (RHCSA & RHCE) version 6.5,**  
**Red Hat Open stack administrator,**  
**Computer application diploma**

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IT Skills

Skill Name	Version	Last Used	Experience
CCNA, Linux, LAN, SCCM			
Symantec Antivirus			
Active Directory,			

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Languages Known

Language	Proficiency	Read	Write	Speak
English	Proficient	✓	✓	✓
Hindi	Expert	✓	✓	✓

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Projects

● Project Title: **Havells India Limited**  
Client: **Havells India Limited**  
Nature of Employment: **Full Time**  
Project Location: **DELHI**  
Role: **Other**  
Role Description: **Desktop Support Engineer**  
Project Details: **this project of Havells India Limited, this is our client site and currently i have 8 sites in Delhi of HIL.**

Duration: **Oct 2019 - Nov 2020**  
Onsite / Offsite: **Onsite**  
Team Size: **1**

● Project Title: **CBDT**  
Client: **Income Tax Department India**  
Nature of Employment: **Full Time**  
Project Location: **Kanpur**  
Role: **Other**  
Role Description: **Desktop Support Engineer**  
Project Details: **this is project(cbdt) of related to incometax, it is related to goverment project, i have under the 15 sites there.**

Duration: **Jul 2015 - Oct 2019**  
Onsite / Offsite: **Onsite**  
Team Size: **7**

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Affirmative Action

Category: **SC**  
Physically Challenged: **No**

Work Authorization

Job Type: **Permanent / Temporary**  
Employment Status: **Full Time, Part Time**

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