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|  | **ARUN RAJPUT**  **End User support | server support** | | | |
|  | | **+91-** **9340029315** |  | **arunrajput0512@gmail.com** |
| **An achievement-driven professional with end user support to mind-set and cross-functional competencies in all phases offend user support, Technical support & server support.** | | | | |

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| **Technical Skills**    **End user support**  **Server support**  **IT Asset Management**  **Ticketing tool**  **Service Now tool**  **Azure 900**  **Azure 104**  **GitHub/gitbash**  **Server installation**  **Citrix**  **Core Competencies**  **Soft Skills**   |  | | --- | | **Analytical & Problem-solving** | |  | | **High Business Ethics & Integrity** | |  | | **Leadership & Delegation** | |  | **Profile Summary**   * **A competent professional with over 4 years of experience in end user/server support; currently associated as a Senior Support engineer in IT based service company named Velocis** * **Assisted customers in identifying issues and explained solutions to restore service and functionality.** * **Install, configure and troubleshoot software packages; including operating systems, software and custom applications** * **Knowledge of Azure 900, Azure 104 & GitHub, create a user and provide the role and responsibility to them in Azure** * **Installation of servers in rack(Dell 350/550), console server** * **Deal with the ISP Vendor** * **Deal with the different vendor related to IT asset purchasing** * **Maintain the IT asset inventory like(laptop/desktop/server/iPhone etc**)   **Education**  **2015:** B.E.  SRCEM College, RGPV University, Bhopal  **Career Timeline**  **2019-21**    **2021-till date**  **2019-19Oct**  **Work Experience**  **Nov’21 – Till Date | Senior Support Engineer | Velocis System**  **Nov’19 – Nov’21 | IT Engineer | Wipro Technology**  **Jan’19 – Oct 19 | IT Engineer | Supreme industry limited**  **Roles Across the Career:**   * IT Engineer with 4 year of experience in MNC's Organization. Skilled in Software, hardware, server, troubleshoot the issue from grassroots to higher lever. Skilled in Inventory management. Skilled in Deal with ISP and server management |
| * Sound knowledge of providing technical support as part of a corporate information technology department * Profound knowledge of identifying and troubleshooting PC hardware and software issues * knowledge of supporting users in an Active Directory environment * Skilled in supporting MS Outlook. * Excellent analytical, problem-solving, decision-making and conflict resolution skills * Thorough knowledge of troubleshooting network connectivity issues LAN, WAN and VPN * Excellent written and oral communication skills * Ability to escalate issues appropriately * Ability to organize workload and multi-task and prioritize work effectively * Supported users in person, over the phone and using remote desktop tools. * Documented the problem, the action taken and the resolution in a ticket management system. * Worked within a tiered structure and assisted JR Contractors, while escalating complex issues to more senior team members of the team. * Installed, configured and resolved Windows XP clients in an Active Directory environment. * Supported clients working remotely via a VPN software client. * Responsible for diagnosing and resolving incidents and requests from users in a timely manner. * Maintain up-to-date information in the Service Now assets database. * Install, configure and troubleshoot hardware; including laptops, printers, peripherals, network equipment. * Install, configure and troubleshoot telecommunication solutions; including Audio/Visual equipment, conference room equipment. * Provide first and second level support for networking and application issues; escalate complex problems to the appropriate groups or personal. * Record, track and maintain local IT asset inventory in the asset management Service Now database. * Provide training to users related to desktop products. * Translated complex technical issues into digestible language for non-technical users. * Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.   **Important Projects**   * Image Migration on systems.(change the domain from APAC to AMER ) * Installation of Dell 350 / 550 server & Console server. * Installation of fire wall (Palo Alto 440).  |  |  | | --- | --- | |  | **Personal Details**  **Date of birth:** 05th August, 1994  **Language known:** Hindi, English  **Address:** gali 2, goverdhankunj near BSF camp, Sohna road Gurgaon (HR) | | | | |