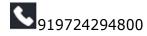# Dhiraj Prajapati

Network & Systems Engineer

Navrangpura Village, Behind Navrangpura Police station, Ahmadabad, GJ, 380009.

919724294800

dhirajprajapati7878@gmail.com

To work in a challenging environment that provides opportunity to learn key technology areas, be an effective team player in developing projects and to be an asset for the organization by delivering to the best of my capabilities. Seeking challenges that best utilizes my skills with an ever – increasing responsibilities in your esteemed organization.

Skills

In-depth knowledge of hardware and software

Strong communication skills

Ability to work well with people

problem-solving skills

Ability to multitask

2022- 02– Present

Network & System engineer in Mangalam information technologies Pvt Ltd , Ahmadabad (24 Feb 2022 to Present):

- Server OS installation, configuration & Troubleshooting.
- FTP server configuration & administration.
- FTP site management by filezilla.
- Network management, firewall installation , configuration & trouble shooting.
- IT device & Peripherals procurement to department users.

2020-09 – 2021-07

Associate engineer in Karvy Infotech limited (HDFC LTD), Ahmadabad (28 Sep 2020 to 24 July 2021):

Roles and Responsibilities:

- Responding to client support requests.
- Contacting clients to find out the nature of the problem.
- Troubleshooting hardware and software issues.
- Installing and maintaining hardware and computer peripherals

(scanner and printer).
- Lotus Configuration and troubleshooting, MS Office 365 Installation.
- Arrange a VC for pan India Location.
- Citrix installation and We have work on ticketing tools.
- Manage share folder and Device through permission.
- Configuration of OS and office.

2019-12 – 2019-03	**Desktop support engineer in pacific global solutions limited, Ahmadabad (10 Dec 2019 to 31 March 2020):**

I am working at pacific global solutions Ltd. as a Desktop support engineer. I am handling Local and Remote location systems, I had worked on asset manager profile also in that case I have to manage inventory and manage all asset allocations and do necessary process also with required policy and stock.

Roles and Responsibilities:
- Provide technical solution.
- Local and network printer installation.
- Trouble shouting of network related issues.
- Manage AD and DHCP.
- Mail client configuration Backup and troubleshooting (MS outlook 2010, 2013, 2016 and office365).

2018-07 – 2019-12	**Technical support engineer in IBM (IMSI India Pvt. Ltd.) Ahmedabad (12 July 2018 to 09 Dec 2019):**

- I am working at Adani Wilmar Ltd. as a Technical support engineer. I am handling Local and Remote location systems, I am Diagnostic Software, Hardware and Network related problems. Providing Solution, Configure MS Outlook, Printer Server, Configure Wi-Fi Access Point, And Manage EMC Avamar For Data Backup (Client Side).
- I have good knowledge about ticket tool and worked in service-now (London) version.

2013-2015	**BCA(Bachelor of computer application):**

Hemchandracharya North Gujarat University
- Arrdekta Institute of BCA, Radhivad

2016-2017	**MCA(Master of computer application):**

Gujarat Technology University
- Manish Institute of Computer Studies, Visnagar

English, Hindi, Gujarati
Date: **Dhiraj Prajapati**