RESUME

Mukesh Thakor

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OBJECTIVE

Pursue a career in a service industry while being associated with a professionally managed corporate which provides challenging avenues in technical support.

Education

Course	Institute	University / Board	Presented	Year
12" arts	Radhu Group Vidhyamandir	Gujarat High. Secondary Board	47.29 %	2006
10th	SarashwatiVidhyamadir	Gujarat Secondary Education	49.00%	2004

Computer Knowledge

Course	Institute	Year
Basic Computer fundamental	Planet Computer Institute	2007
Diploma in Hardware & Networking	Global Study Centre	2008

WORK EXPERIENCE

30- April- 2007 **To** 30- December -2008	**Bell Corporation**	**Desktop Engineer**
14 –January- 2009 **To 25**- January - 2013.	**Meet InfoTech**	**Desktop Engineer**
17- February-2013 **To** 17 - June - 2014	**Gimatex Ind.Pvt. Ltd.**	**System Admin**
21 - June - 2014 **To** 15- December-2018	**Rai University**	**Sr .Executive**
14 - April -2019 **To** 28-December- 2020	**The Troika Malaysia**	**IT Assistant**
02- February-2020 **To** 30 February 2021	**G M Tea Packers Pvt Ltd**	**IT Executive**
01 - March -2021 **To** Till Working	**Jay Formulations**	**IT Executive**

Responsibilities

Attending to customer's calls on time. Troubleshooting and solving the problem at instance.

Working as a customer support engineer my responsibilities include interacting with the customers, understand their requirements and provide enhanced technical support.

- ➤ Installing, supporting and maintaining new computer system hardware and software infrastructure.

- ➤ Managing email, anti-spam and virus protection.

- ➤ Setting up user accounts, permissions and passwords.

- ➤ Monitoring network usage;

- ➤ Ensuring the most cost-effective and efficient use of computer system.

- ➤ Suggesting and providing IT solutions to business and management problems.

- ➤ Ensuring that all IT equipment complies with industry standards.

- ➤ Analyzing and resolving faults, ranging from a major system crash to a forgotten password

- ➤ Undertaking routine preventative measures and implementing, maintaining and

  Monitoring network security, particularly if the network connects to the internet.

- ➤ Providing training and technical support for users with varying levels of IT knowledge and

  competence.

- ➤ Supervising other staff, such as help-desk technicians.

- ➤ Working closely with other departments/organizations and collaborating with other IT staff.

- ➤ Managing the website and keeping internal networks running.

- ➤ Monitoring the use of the web by employees.

TECHNICAL SKILLS

- Installation Windows, 7, 8 Windows Server 2003, 8, 12, Windows 98, Windows vista.
- Installation and Configuration of all operating System.
- Assembling Configuration Installing and Hardware Troubleshooting.
- Installing and Configuration email software Outlook Express, Microsoft Outlook, Netscap Mail.
- Installation of Software's like Windows OS , ERP software ,Microsoft office , Visual Studio, Tally, AutoCAD, Adobe Photoshop, PageMaker, etc.
- Printer Service, cartages refilling and Service.
- Assembling Trouble-shooting and maintenance of PC's.
- Installation Windows Based Application Software.
- PC Assembling/ Disassembling.
- X-Portal Net ERP Software Using For Lift Access Control, Barrier Gate Access Control, Door Access Control, Maintains & Installation.

CCNA SKILLS

- Installing and Configuring Windows Server 2008 Active Directory Services.
- Managing and Administrating all user domains and accounts.
- Networking, LAN & WAN trouble shooting. Network Auditing, Knowledge of configuration and maintenance.
- DHCP (Dynamic host configuration protocol), VPN (Virtual Private Network),
- DNS (Domain Name Service).
- Windows mail, print server.
- Designing IP addressing scheme using subnets. Configuring Routers and Switches, Switch Configuration.
- Router configuration (static routing, dynamic routing)
- Managed Firewall Sonic Wall, Cyberoam, Untangle etc.

PERSONAL PROFILE

Name   :   Thakor Mukesh .V.

Date of Birth   :   03-04-1986

Marital Status :   Married

Religion   :   Hindu

Nationality   :   Indian

Hobbies   :   Internet Surfing to music and Traveling

Language Known :   Gujarati, English, Hindi,

Further I certify that information furnished by me above is true and correct to the best of my Knowledge.

(Thakor Mukesh)

Date:

Place: Dholka,Ahmedabad