KEVIN PATEL

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OBJECTIVE

To utilize the knowledge & ability to the full extent and to obtain a meaningful and challenging position in a progressive Company.

To work in organization which gives learning Environment, growth opportunity & optimal use of my knowledge skill so that it would helpful for my career and company too.

To do the job assigned to me with my utmost sincerity and to use my skills and abilities effectively resulting in the growth of my organization and me.

To get a strong foothold in the industry and keep updating myself with new technical knowledge and try to develop more innovative ideas in my field, dedicating myself for the growth of the organization.

Flexible and able to work in a fast-paced environment to effectively meet deadlines, and promptly manage escalated issues.

EDUCATION QUALIFICATION

Sr.no	Exam	Board/university	Year of Passing	Aggregate
1	Diploma (Computer Engg)	G.T.U	2016	5.98(CGPA)
2	H.S.C	Gujarat board	2013	47%
3	S.S.C	Gujarat board	2010	56%

WORK EXPERIENCE
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1. **Intas Pharmaceuticals Ltd., Pharmez, Matoda, Ahmedabad - 382213.**

    Assistant (IT) - Oct, 2019 to Till Present

    - Support department head in implementation of various IT based projects.
    - User creation for various software. E.g Chromeleon, Lab Solution, Qedge-QMS, eBMR
    - User creation of windows user through AD and Helpdesk support to users.
    - Manage backup server (Instrument Backup)
    - Take manufacturing & QC instrument backup every month as per schedule.
    - Configure switch, access point, WI-FI router.
    - Helpdesk support to users
    - Basic Document Knoledge . E.g User Creation and Modification form ,daily server logbook
    - Personnel computer qualification
    - Installation of Instrument Software & Communication between Software & Hardware like Dionex, Barcoding System, BMS and other Small Instrument Software.

2. **Beekay IT (Intas Pharmaceuticals Ltd) (Jan-2019 to Sep-2019)**
   Desktop Support Engineer

   - Give support to Users through VNC & Remote Software.
   - Support on basic Software like MS Office 2007, Acrobat Reader & Writer, AutoCAD, SAP, Antivirus, WinRAR, VNC, Drivers, Printer & Scanner Installation etc. Installation and Configuration of HHT
   - Communication & Follow up with vendor.
   - Installation of Instrument Software & Communication between Software & Hardware like Dionex, Barcoding System, BMS, and other Small Instrument Software.
   - Configure Outlook, Mail Archive, SAP Configure, Internet Setting, Team Viewer, Wi-Fi Configure.
   - Manage Antivirus Console and Update Antivirus Server(MacAfee)

3. **Apogee Services Pvt. Ltd. (From IDFC First Bank) (Feb-2018 to Dec-2018)**
   Desktop Support Engineer

   - Configure user account in Outlook and thunderbird
   - Create local PST file and backup PST file in Outlook and Set local folder in Thunderbird,zimbra mail
   - Working on Cyberoam , ,Microsoft office 2010,2007
   - Any other issue relove with vendor cordinate
   - Give online Remote Support using Team viewer, Aammy admin , vnc,bomgar
   - Install Local and Network Printer and scanner, and solve printer problem Software and Antivirus installation and online update

4. **Progressive InfoTech Pvt. Ltd. (From Cadila Health Care) (Aug-2017 to Feb-2018)**
   Desktop Support Engineer

   - Configure user account in Outlook and thunderbird
   - Create local PST file and backup PST file in Outlook and Set local folder in Thunderbird
   - Working VPN , Cyberoam , ,Microsoft office 2010
   - Create User and deactivate user in HPLC instrument, (Chromilion and lab solution software) resolved some issue in software and instrument.
   - Give online Remote Support using Team viewer, Aammy admin ,
   - Install Local and Network Printer and scanner, and solve printer problem
   - Software and Antivirus installation and online update

5. **Acute Informatics From Intas Pharmaceutical (Aug 2016 to Aug 2017)**
   Support As Helpdesk

   - Give support to Users through VNC & Remote Software.
   - Support on basic Software like MS Office 2007, Acrobat Reader & Writer, AutoCAD, SAP, Antivirus, WinRAR, VNC, Drivers, Printer & Scanner Installation etc.

- Communication & Follow up with vender.
- Configure Outlook, Mail Archive, SAP Configure, Internet Setting, Team Viewer, Wi-Fi Configure.
- Manage Antivirus Console and Update Antivirus Server(MacAfee)
- Documentation work like SOP, Protocol Report, LOG Registers.
- And other IT related Support

6. Dev Infotech Pvt Ltd. (Aug 2015 to July 2016)

SKILLS

- Proficiency with MS Office Tools
- Documentation Management

STRENGTH

- Positive Attitude
- Good Communication Skill & Leadership
- Self Confidence

PERSONAL PROFILE

Gender	Male
Father Name	Dineshbhai M. Patel
Date of Birth	12th Feb,1995
Marital Status	Unmarried
Languages Known	Gujarati, Hindi, English.
Nationality	Indian
Hobbies	Reading, Playing, Listening Songs

DECLARATION

I declare that above mentioned information is true to best of my knowledge and belief.

Date: **Faithfully Yours,**

Place: Ahmedabad   **KEVIN PATEL**