CURRICULUM VITAE

**Shah Sarthak D.**

138, Mukhya Bazar,

Near Dena Bank,

Adadra, ta-kalol,

Dist-panchmahal,

Gujarat-389341.

Contact No:- 9723570811/9924161958

Email address:-shahsarthak89@gmail.com

:-shahsarthak06@yahoo.com

CAREER OBJECTIVE:

* Highly trained and experienced IT professional looking for a position in a company which needs and values quality service in system and network maintenance. Given an opportunity, I will leverage my knowledge to execute the assigned projects to the best of my professional standards.

JOB PROFILE:

* Receive, manage and record IT help desk requests receiving either by telephone or Web Tickets.
* Probe the users to identify the actual root cause of the issue and troubleshoot it with all available resources.
* Forward technical support issues that cannot be addressed by the Help Desk to the appropriate technician (Horizontal and Vertical Escalations as required for the issue).
* Troubleshoot and resolve end-user operating system, Network and connectivity, software related problems, including all issues which fall under the scope of support.
* Basic installation, configuration and support of all IT equipment
* Web content filtering and zcalar security exception handling
* Handling Kaspersky server and compliance, also hand on experience on Kaspersky encryption and decryption,managing application access permission to encrypted files,creating encrypted archives
* Managing User accounts using Active Directory
* Operating system deployment through SCCM 2007
* Work as a team member, providing support to colleagues as and when required.
* Able to react to change productively and handle other essential task as assigned
* Document all Incidents & Service Request in the Ticketing System with appropriate details of the user.
* Ensure that all detailed required (incl Mandatory fields) for the issue are documented in the Ticketing system.
* Work with the Internal Teams to ensure that the users’ issues are fixed in a timely manner.
* Provide helpdesk support and resolve problems to the end user’s satisfaction
* Monitor and respond quickly and effectively to requests received through the IT helpdesk as per the SLA defined in the process.
* Monitor Service Desk for tickets assigned to the queue and process first - in first - out based on priority.
* Utilize and maintain the helpdesk tracking software

SUMMARY OF TECHNICAL SKILLS:

* Work experience on all type of PCs like IBM, HP, HCL,Dell and Compaq etc.
* Work experience of installations and configurations of all types of Printer
* Proficient in Desktop Operating Systems such as Windows XP Professional and Windows 7,Windows 2003 and Windows 2008 server.
* Knowledge of all types of Networking Switches and router knowledge, Network troubleshooting.
* Knowledge of Configuration of AD, DNS, and DHCP servers ,Analyzed system problems, ran preventive tests, trained staff as part of preventive measures.
* Repaired and upgrade old systems, installed then configure new systems
* Performed server patches updates on a regular basis
* Always stayed up-to-date about software
* Established solid work interactions with customer and employee alike  
  Gathered information and customer feedback to establish client requirements.
* Installation and Troubleshoot All Kind of Corporate Applications and Software Like Lotus, IPMS, Navies, Microsoft Exchange
* Knowledge of Lotus Domino With Notes ID Creation Modification and Manage.
* Good Grip on Trend Micro MacAfee and Norton Antivirus
* Good knowledge of system center configuration manager
* In-depth knowledge in Microsoft Windows 2008 & 2012 Active Directory
* Installation and troubleshooting of Network Printers
* Good troubleshooting skills
* primary duties included and configure windows servers like 2003.2008 etc,
* Added maintained and remove objects within Active directory, Knowledge of all type of group polices in active directory
* Troubleshooting involved of all kind of application software
* Assembling of computer involving all types of make of PC
* Troubleshooting of peripheral devices

**SOFTWARE:**

* Installed and configured various application software like,Ms-Office,Ms Project 2000, MS Visio 2000,Photoshop 7, Autocad-2006,SAP, All different software.
* Install, configured and troubleshooting of Terminal Application like APMS.
* Install and configure antivirus like Trend micro, MacAfee, Symantec, quickheal, etc…
* Install and configure mail application like Lotus Notes 7.0 , configure id file, multiple id configuration, archive, backup, internet profile. and MS-Outlook

**SERVER SKILLS:**

* Networking TCP/IP, Active Directory, Group policy, DNS, DHCP, Network planning,Windows server 2003,2008 R2 and windows server 2012 R2

**OTHER:**

* Setting projector and video conference
* knowledge of Hand Held Terminal and Wi-Fi Devices.
* cabling, configuring and maintenance of LAN
* Basic knowledge of L2 switches and Access points.
* Knowledge of ITIL

**CORE COMPETENCIES & STRENGTHS:**

* Agile, sharp, able to improvise creative but professional solutions  
  Willingness to learn and grow personally and professionally  
  outstanding communication skills, to interact both with clients and company.
* Ability to communicate and make presentations in a clear and concise manner  
  Proven experience in putting expertise to practice  
  outstanding organization and interpersonal motives.

**EDUCATIONAL QUALIFICATIONS:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr. No.** | **Educational Qualification** | **Board/university** | **Year** | **Percentage** |
| 1 | S.S.C | Gujarat Secondary Education Board.(G.S.E.B) | 2004/05 | 83 |
| 2 | H.S.C | Gujarat Higher secondary Education Board(G.H.S.E.B) | 2006/07 | 87 |
| 3 | B.E E.C | Government Engineering college,Modasa | 2010/11 | Distinction |
| 4 | CCNA | HCL Infosystem Pvt Ltd | 20010/11 | A grade |

**PROFESSIONAL EXPERIENCE: ( 4 years and 10 month)**

* Since Dec 2014 I am working at SNL Finance Pvt Ltd as a Service Desk Administrator.
* From July 2014 to Dec 2014 I was working at HP-welspun from Nucsoft Pvt Ltd as Technical Service Desk Engineer-L1
* From march 2011 to June 2014 I was working in CMS Infosystem Pvt Ltd as a Technical Support Engineer

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Venue** | **Company name** | **From date** | **To date** | **Total** | **Designation** |
| SNL House,Ahmedabad | SNL Finance Pvt Ltd | 16-Dec | continue | 1 year 2 months | SD administrator |
| HP-welspun | Nucsoft | 18-Jul | 15-Dec | 6  months | TSD-L1 engineer |
| Adani Power Ltd,Mundra | CMS Infosystem Pvt Ltd | 12-Oct 2012 | 13-Jun  2014 | 20 months | Technical support engineer |
| Iffco Tokio General Insurance Pvt Ltd,ahmedabad | CMS Infosystem Pvt Ltd | 11-Dec 2011 | 12-Sep 2012 | 9 months | Customer Support engineer |
| Ahmedabad IIM | CMS Infosystem Pvt Ltd | 11-Oct 2011 | 11-Dec 2011 | 3 months | Customer Support engineer |
| Bharti Axa Life Insurance Pvt Ltd,ahmedabad | CMS Infosystem Pvt Ltd | 11-Mar 2011 | 11-Sep 2011 | 7 months | Trainee Engineer |

**LANGUAGES KNOWN:**

|  |  |  |  |
| --- | --- | --- | --- |
| **English** | Read | Speak | write |
| **Hindi** | Read | speak | write |
| **Gujarati** | Read | Speak | write |

**HOBBIES:**

* Playing and watching cricket
* To read books based on technical subjects
* Surfing on the internet
* Watching movies

**PERSONAL DETAILS:**

Name : - Shah Sarthak D. Father’s Name : - DilipBhai Ramanlal Shah Gender : - Male Date of Birth : - 6th December 1989 Email Id :- [shahsarthak89@gmail.com](mailto:shahsarthak89@gmail.com) Marital Status : - Single Nationality : - Indian Permanent Address : - 138, Mukhya Bazar,

Near Dena Bank,

Adadra, ta-kalol,

Dist-panchmahal,

Gujarat-389341 Contact No : - 9723570811/9099910409

**DECLARATION:**

I declare that the information given above is true to the best of my knowledge. Any false information, misrepresentation or omission of facts called for in this application may result in my immediate dismissal without notice even if subsequently employed..

**YOURS FAITHFULLY,** SHAH SARTHAK D**.**