UPENDRA JAISWAL

Sec.66, NOIDA

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# OBJECTIVE

Seeking a varied and challenging system administration position requiring new and creative applications of technology to solve functional problems.

# SUMMARY OF EXPERIENCE

Possessing almost two year of vast experience in the field of Computer Hardware & Networking where planning, Implementation, Administration and troubleshooting are involved with multiple platforms of OS like Microsoft Windows 7, windows 8.

# EXPERTISE

* Identifies, diagnosis and resolves Level One problems for users of the mainframe, personal Computer Software and Hardware, Internet and new computer technology.

* Provides one-on-one end user problem resolution over the phone for user approved personal computer (PC) Software.
* Delivers, tags, sets up and assists in the configuration of end-user PC desktop hardware, software and peripherals.
* Diagnose and resolves end-user network or local printer problems, PC hardware problems and mainframe, e-mail, internet, WLAN and local area network access problems.
* Coordinate timely repair of PC, computer equipment covered by third party vendor maintenance agreements.
* Able to provide a full range of support and client relationship services ranging from first through to third line support and customer on-site visits.
* Able to work independently and within a team-spirited environment.
* Attention to details with a desire to create high quality products.
* Strong presentation skills.
* Good knowledge and understanding of the network infrastructure and protocols such as TCP/IP, HTTP etc.
* Desktop (PCs, Laptop and Peripheral) hands-on experience for both hardware and software.
* Help install local area network cabling system and equipment such as network interface cards, hubs and switches.
* Groups customers by keywords for profiling, sales and marketing campaigns, training.
* Supports multi-message campaigns via e-mail, mail etc.

# WORK EXPERIENCE

***Company:* Structure Online, Noida since 1 July 2014 till now.**

***Team size:* 6**

***Designation:* Network Administrator**

# Job Responsibilities

* Administrating and troubleshooting server (workgroup model)
* Managing user account and giving share & security level permissions.
* Responsible to install, setup, maintain network and also configure the peripherals cabling and equipment accordingly as per requirement.
* Responsible for maintaining the company strategy like designing, implementing and maintenance of enterprise network components.
* Responsible to monitor whether the entire component are available for successful communication.
* Responsible for maintaining the backup network, hardware, software, files on a regular basis accordingly as per the company policies.
* Timely analysis whether any repairs or replacement is needed.
* Managing data base of server & creating new user accounts.
* Responsible for troubleshoot Microsoft windows issues.
* Responsible configuring & troubleshooting Microsoft outlook accounts.
* Responsible for creating new Microsoft outlook accounts for new users.
* Monitoring complete network & providing network statistic.
* Responsible for the installation of operating system windows 7 & windows 8.
* Responsible for the installation of software’s like Antivirus, MS-Office, Adobe & Acrobat reader etc.
* Responsible for maintaining the network & troubleshooting the network related issues.
* Responsible for maintaining & troubleshooting network printers.
* Responsible for troubleshooting internet issues.
* Responsible for sharing the network printers.

# EDUCATIONAL QUALIFICATON

#### Academic Qualification

* 10th from U.P. board.
* 12th from U.P. board.

**Professional Qualification**

* Diploma from B.T.E.U.P. Lucknow.
* B.Tech. from U.P.T.U. Lucknow.

# ASSESTS

* Hardworking self confident, meets deadlines on task entrusted and sample analyzing capacity
* Takes Initiative and no additional directions are required once work is explained and assigned.

# PERSONAL INFORMATION

**Permanent Address:** Near Sarswati Bal Mandir

BATA Gali Anpara Market

Dist. Sonebhadra (U.P.)

Pin-231225

**Marital status:** Single.

**Date Of Birth:** 01/01/1986

**Language known:** English. Hindi & Bhojpuri.

**DECLARATION**

I do hereby declare that the above information furnished by me is true to the best of my knowledge and belief.

**Date:**

**Place: UPENDRA KUMAR JAISWAL**