



Indrajeet Pundir

IT Professional

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Professional Experience

Assistant IT Manager (HOD), Parkinn by Radisson hotel

12/2023 – present | Surat, india

- Develop, manage and maintain department budget.
- Manage the day to day activities of the information technology function, plan and organize work and configuration reports, job control languages, program files and data files on the computer system(s) to ensure maximum operating efficiency. Maintenance of IT infrastructure.
- Manage HOTEL Software Opera, POS Ultra, WebProl'IFIC
- Implementation of backup procedure of server and nodes.
- Organize AMC of IT infrastructure.
- Assigning module rights to the users.
- Resolution of user calls related to Servers / Desktop / Laptop computers, printers, Networking, Guest WI- FI etc. (day to day problem fixing)
- Complete server administration.
- Troubleshooting of hardware related problems and coordination with vendors for warranty, spare replacements etc.
- First level troubleshooting, configuration and maintenance of printers, laptops, LAN switches, or other specialized equipment.
- Daily call and resolution reporting, infrastructure health status reporting, usage Reporting, exception reporting.

Assistant IT Manager (HOD), IHCL SeleQtions by TAJ

05/2022 – 12/2023 | Dharamshala, India

- Problem diagnosis and rectification on Operating System and Network Operating System –Windows 2012, 2019.
- Installation / Reconfiguration / Reinstallation of Operating System and Applications-E-Mail, Office Applications, Windows 8 /10 and 11 Pro Others OS and above from the original media provided by the Hotel and RHG Guidelines. Assigning module rights to the users.
- Resolution of user calls related to Servers / Desktop / Laptop computers, printers, Networking, Guest WI- FI etc. warranty, spare replacements etc(day to day problem fixing)
- Complete server administration.
- Troubleshooting of hardware related problems and coordination with vendors for

Senior IT Executive, Pilot Industries LTD

02/2021 – 04/2022 | New Delhi, India

- Primary duties involved Deployment/Installation, up gradation and configuration of all Windows based client machines and Standard & Non-Standard applications used on the Windows platform.
- Installation, configuration and troubleshooting of customized applications.
- Performing Change Management on the Servers including configuration changes, software and hardware upgrades etc.
- User management (addition/deletion of users)
- Responsible for providing the customer with the right information on latest Security updates and Patches

Responsible for support function of all kinds of Hardware and software related troubleshooting on Desktops, Laptops, Printers, and Scanners.

- keeping record of hardware and software Inventory.
- Vendor management

IT Executive, Radisson blu Resort

04/2020 – 01/2021 | Dharamshala, India

- Offering technical support and assistance to guests and staff.
- Work with corporate security to ensure that the technology is supported.
- This would include incident management software support, access control system support and knowledge of camera technology.

IT Executive, JP Hotels & Resorts

04/2017 – 01/2020 | New Delhi, India

- Daily call and resolution reporting, infrastructure health status reporting, usage reporting, exception reporting.
- Resolution of user calls related to Servers / Desktop / Laptop computers, printers, networking, Guest WI- FI etc.
- (Day to day problem fixing) Troubleshooting and resolution of computer hardware problems related to monitors, CPU, Keyboard and Mouse, Slip Printer, KOT Printers and POS Machine.

Desktop Support Engineer, IQOR Global Service Pvt. Ltd

12/2015 – 03/2017 | Ghaziabad, India

- Management and comprehensive maintenance of IT infrastructure.
- Resolution of user calls related to Servers / Desktop / Laptop computers, printers, networking etc. (day to day problem fixing)
- Troubleshooting and resolution of computer hardware problems related to monitors, CPU, Keyboard and Mouse
- Complete server administration
- Troubleshooting of hardware related problems and coordination with vendors for warranty, spare replacements etc.
- Backup and restoration of data on servers as per backup policies
- Provide support for in-house/office software
- First level troubleshooting, configuration and maintenance of printers, laptops, LAN switches, or other specialized equipment
- Monitoring and troubleshooting LAN / WAN / VPN / intranet etc.
- Daily call and resolution reporting, infrastructure health status reporting, usage reporting, exception reporting.

Desktop Support Engineer, Jabil India Pvt. LTD

08/2013 – 10/2015 | IMT Manesar, India

- Primary duties involved Deployment/Installation, up gradation and configuration of all Windows based client machines and Standard & Non-Standard applications used on the Windows platform.
- Installation, configuration and troubleshooting of customized applications.
- Performing Change Management on the Servers including configuration changes, software and hardware upgrades etc.
- User management (addition/deletion of users)
- Responsible for providing the customer with the right information on latest Security updates and Patches
- Responsible for support function of all kinds of Hardware and software related troubleshooting on Desktops, Laptops, Printers, and Scanners.
- keeping record of hardware and software Inventory.
- Vendor management.
- Managing and troubleshooting a network of over 60 + client computers in network of
- Resolution of user calls related to Servers / Desktop / Laptop computers, printers, networking, Guest WI- FI etc. (day to day problem fixing)
- Troubleshooting and resolution of computer hardware problems related to monitors, CPU, Keyboard and Mouse, Slip Printer, KOT Printers and POS Machine
- Complete server administration.
- Troubleshooting of hardware related problems and coordination with vendors for warranty, spare replacements etc.

Desktop Support Engineer,

03/2011 – 06/2013 | Ghaziabad, India

Redington Pvt. Ltd (Hewlett-Packard Service Center)

- Management and comprehensive maintenance of IT infrastructure.
- Resolution of user calls related to Servers / Desktop / Laptop computers, printers, networking etc. (day to day problem fixing)

- Software and hardware hardening.
- Hardware/software Troubleshooting.
- Patch and antivirus management.
- Application (MS office) installation, configuration and troubleshooting.

Desktop Support Engineer, Intaro Technology Pvt. Ltd

02/2010 – 03/2011 | Ghaziabad, India

- First level troubleshooting, configuration and maintenance of printers, laptops, LAN switches, or other specialized equipment.
- Monitoring and troubleshooting LAN / WAN / VPN / intranet etc.
- Daily call and resolution reporting, infrastructure health status reporting, usage reporting, exception reporting.
- Troubleshooting of hardware related problems and coordination with vendors for warranty, spare replacements etc.

Education

1 Yr. Diploma Computer Hardware, Alfa Computer

Ghaziabad, India

10 class, State Board

Saharanpur, India

ITI Diploma Electrician, State Board

Saharanpur, India

Languages

HINDI

Declaration

I hereby that above information is true & correct to the best of my knowledge, if there is any mistake then I will be responsible for that.



Indrajeet Pundir
Village Sambhelhari, Dist Saharanpur