

RESUME

ALOK RAJ

Gurgaon Pataudi

Haley mandi

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Career Objective:-

An IT Professional Seeking A Challenging Assignment And Responsibility, With An Opportunity For Growth And Career Advancement As Successful Achievements.

Experience:

5th .Organization:- DELHI PUBLIC SCHOOL PATAUDI

Location:-JANAULA VILLAGE PATAUDI

Duration:- 26th OCT 2021 to till present

Designation:- SYSTEM ADMIN

Roles and Responsibilities:-

- Assisted User's On VC Pollycom like HDX7000HD,SS2
- Assisted office staff with computer application questions.
- Walked Teachers through step-by-step process for troubleshooting issues.
- Assisted Teachers with anti-virus program installations and virus removals.
- Be responsible for providing the first & Second line of support for hardware such as: Laptops, Printer, CCTV.
- Desktops, and Printers, and providing software support for products such as; Microsoft Windows Operating Systems, Microsoft Office, and other proprietary software.
- Diagnose and resolve hardware and software problems, referring more complex networking problems to Escalate network administrators or IT managers for the level L3.
- Installation and troubleshooting of O/S and various Software & Hardware as per user requirements.
- Networking, peer to peer, Data sharing and troubleshooting Network and Internet related issue.
- Mail client installation, configuration and troubleshooting like 2007,2010,2013,2016
- Troubleshooting Network and Internet related issue.
- Data sharing, Data Backup.
- Dashboard, website issue, file sharing
- All Local and network Printer configuration and troubleshooting
- Installation of various software's as per user requirements
- School Website management for All CBSE circulars/ exam related notification
- Students & Staff ID Card creating application
- Website content for uploading on school website time to time checking
- From CBSE Site to conduct Training for School Teacher

- Printer Services from Vendors management.
- Typing On Mathematics ,Hindi ,Science, English Question booklet with speed of 32WPM
- All School related File management .

4th .Organization :-Falcon force Pvt LTD/Walmart

Location :-D-34 sector -33 infocity2 Gurgaon technology park

Duration :- 4thSep 2019 to 25 Oct 2021

Designation :-System engineer

Roles and Responsibilities:-

- Configuring and Managing Active Directory on Windows 2012 Server.
- Providing Domain membership to client's computers.
- System using 2k and user also 2k it is a international BPO apart of Walmart, helthians, Sprint, Verizon's,AT&T,perfume2order,
- Pollycom video conferencing setup
- RSA secure Id managements, configuration setup
- Tally ERP9 configuration setup
- Responding to requests for technical assistance in person, via phone and remotely.
- Ticket and workload management utilizing customer provided ticketing system like-IT service desk tools, manage engine etc..
- Provide support to end users on a variety of issues ranging from hardware, software, network and account management
- Performed upgrades and installed updates.
- Ip phone Avaya ,Nortel ,beetel, CPU Dell Optiplex 5500,3010 etc..
- Assisted User's On VC Pollycom like HDX7000HD,SS2
- Assisted office staff with computer application questions.
- Walked customers through step-by-step process for troubleshooting issues.
- Assisted customers with anti-virus program installations and virus removals.
- Be responsible for providing the first line support for hardware such as: Laptops,
- Desktops, and Printers, and providing software support for products such as; Microsoft
- Windows Operating Systems, Microsoft Office, and other proprietary software.
- Diagnose and resolve hardware and software problems, referring more complex networking problems to Escalate network administrators or IT managers for the level L3.
- Installation and troubleshooting of O/S and various Software & Hardware as per user requirements.
- Networking, peer to peer, Data sharing and troubleshooting Network and Internet related issue.
- Mail client installation, configuration and troubleshooting like 2007,2010,2013,2016
- Troubleshooting Network and Internet related issue.
- Data sharing, Data Backup.
- Avaya phone IP office installations headphones troubleshooting.
- Dashboard, website issue, file sharing
- All Local and network Printer configuration and troubleshooting
- Installation of various software's as per user requirements

3rd . Org. : Best Western Sky city Hotels Pvt Ltd.
Location : Best Western Sky city Hotels Pvt. Ltd. Gurgaon, Haryana
Duration : 17th Feb 2019 to 3rd September 2019
Designation : IT system Executive

Roles and Responsibilities:-

- Configuring and Managing Active Directory on Windows 2012 Server.
- Providing Domain membership to client's computers.
- Karaoke UGA audio System, projector screening, Amplifiers, BTR Screen
- Pollycom video conferencing setup
- IDS users managements, configuration setup
- Tally ERP9 configuration setup
- Responding to requests for technical assistance in person, via phone and remotely.
- Ticket and workload management utilizing customer provided ticketing system like kaseya tools etc..
- Provide support to end users on a variety of issues ranging from hardware, software, network and account management
- Performed upgrades and installed updates.
- Assisted User's On VC Pollycom like HDX7000HD,SS2
- Assisted office staff with computer application questions.
- Walked customers through step-by-step process for troubleshooting issues.
- Assisted customers with anti-virus program installations and virus removals.
- Be responsible for providing the first line support for hardware such as: Laptops, Desktops, and Printers, and providing software support for products such as; Microsoft Windows Operating Systems, Microsoft Office, and other proprietary software.
- Diagnose and resolve hardware and software problems, referring more complex networking problems to Escalate network administrators or IT managers for the level L3.
- Installation and troubleshooting of O/S and various Software & Hardware as per user requirements.
- Networking, peer to peer, Data sharing and troubleshooting Network and Internet related issue.
- Tally full Configuration and troubleshooting.
- Mail client installation, configuration and troubleshooting like 2007,2010,2013,2016
- Troubleshooting Network and Internet related issue.
- Data sharing, Data Backup.
- Local and network Printer configuration and troubleshooting
- Installation of various software's as per user requirements

2nd .Organization : Spar hypermarkets (On payroll of Value point system Pvt Ltd)
Location : Pacific Mall Subhash Nagar ND (client of Spar hypermarkets)
Duration : 5th May 2017 to 25th Jan 2019
Designation :System Expert

Roles and Responsibilities:-

- Monitoring and managing Tickets using Ticketing Tool and providing solution within SLA.
- Escalating customer's issue to concern team.
- Solving technical issues arising in the systems, network, applications and connectivity.
- Hardware support for Laptop/Desktop and assembling of all types of PC's.
- Manage Domain environment for multiple client sites through remote support (Team Viewer, VNC, Any Desk, Ammy admin and Remote Desktop).
- Installation and troubleshooting of O/S and various Software & Hardware.
- Creating user, Password reset, Account unlock through active directory and Managing shared folder and devices through permission.
- Networking, Peer to Peer, Data sharing and troubleshooting Network and Internet related issue.
- VPN installation and troubleshooting.
- Mail client configuration, backup and troubleshooting.
- Health check of systems, Windows OS, Network, Software, Hardware.
- Data Backup of all users.
- Local and Network Printer configuration, troubleshooting.

1st .Organization : Spar hypermarkets (Zensar technologies IT Services)

Location : MGF metropolis Mall. Ggn (End client of Spar hy..)

Duration : Nov 2016 To Apr 2017

Designation : System Expert

Roles & Responsibility:-

- Install and maintain company's computer systems.
- Configuration and installation of VPN Fortinet Client on user's system.
- Performed upgrades and installed updates.
- Assisted User's On VC Pollycom like HDX7000HD,SS2
- Assisted office staff with computer application questions.
- Walked customers through step-by-step process for troubleshooting issues.
- Assisted customers with anti-virus program installations and virus removals.
- Be responsible for providing the first line support for hardware such as: Laptops, Desktops, and Printers, and providing software support for products such as; Microsoft Windows Operating Systems, Microsoft Office, and other proprietary software.

Educational Qualifications :-

Exam	Board/University	Year
High School	B.S.E.B	2012
Intermediate	B.S.E.B	2016
Pursuing (B.C.A)	L.P.U. Punjab (5 th Sem..)	2022

Professional Certification:-

- Diploma in Computer Hardware Networking CCNA+ MCSE from Oxford Software

Institute Dwarka ND.

- Completed CCC From NIELIT 2020.

Technical Skills:-

- Hardware/Software Installation, Maintenance & trouble shooting
- Windows Maintenance, Upgrade & Update The Windows
- MS Outlook Configuration and Troubleshooting
- CCTV Cameras installation & Troubleshooting
- Printer Installation and Troubleshooting
- Antivirus Update & Virus Protection and Basic of Firewall like Fortinet Client
- Scanner Configuration & Troubleshooting.
- Networking, Data sharing
- Remote Desktop and Remote Assistance
- Networking in Domain Environment, & Troubleshooting
- Cabling, and LAN Troubleshooting
- IP Phone Analog Phone Troubleshooting
- Active Directory, DHCP, DNS, Proxy.VPN.

Personal Skills:-

- Ability to Learn quickly and work well
- Ability to Develop Ideas Quickly
- Listening & Observation

Hobbies:-

- Learn new ideas
- Internet Surfing

Personal Profile:-

Father's Name	: Sadan Prasad Singh
Permanent Address	: Ward no. 02 khurhan, Madhepura Bihar India
Date of Birth	: 21th May 1996
Sex	: Male
Marital Status	: Married
Religion	: Hindu
Nationality	: Indian

Declaration:

I Hereby Acknowledge That The Above Given Information Are True To The Best Of My Knowledge.

Date:- //2021**Alok Raj**