# prince ajay singh

(8th cross,sai temple road ,kundahali, Bangalore-560037)

Mobile: +91 8884593842, +91 9695653266, Email: princemgm2004@gmail.com

##### Seeking Assignments in Service Management/Operation Management and Maintenance

IT professional with 3 years and above of cross functional experience with comprehensive business/technical skill set and expertise in business process automation/management, enterprise application integration, process improvement, systems integration, requirements analysis, workflow design, leadership, process modelling and customer service. Proficient problem-solver who envisions business and technical perspectives to develop workable solutions.

#### Profile

* A qualified B-Tech in Information Technology and a CCNA certified professional.
* Proficient in:
* Monitoring & Note down the System Technical Specification.
* Installing and configuring new hardware/software.
* Configuring, maintaining and troubleshooting IP Network (LAN & WAN).
* Diagnosing and rectifying the Server & Network problems.
* Leasing line data circuits monitoring through NMS.
* Resolving desktop, network & server related issue with in SLA time.
* Troubleshooting any reported problems through call log procedure.
* Routers & Switch Configuration.
* LDI (Long Distance International) Networking.
* Provides L1 Network support for VPN, IPSEC related issues.

#### Technical Skill Set

* Implementation of **HP Openview Service Desk** for Service management.
* Win Server 2008,WinXP,Win 7,win 8, Win 2008 Server, MS Office ,MS outlook troubleshooting.
* Knowledge of Configuration of Routing, NAT & Print Server, Remote Access service, Dial-up , VPN.
* Hands on experience in A.D domain services (User Profiles, Group Policy, Permission), DNS, DHCP, FTP
* Routing Protocol (RIP, RIP2, OSPF, EIGRP), Routed Protocol (TCP/IP, IPX/SPX).
* Knowledge of ITIL process.
* Experience in Win XP, Win Server 2008, MS Office 2007.

#### Work Experience

**OSS Technolgies Pvt. Ltd.**

**Client-**Societe Generale Global Solution Centre

Technical Service Desk Analyst L2 **(Dec’13 to Till date)**

***Key Responsibilities:***

* Coordinate and submit team reports, such as annual reports and team plan, and other necessary documentation required from the team.
* Maintain consistency with the call logging system.
* Documentation of Service Desk Manual with updating on a regular basis.
* Ensure all necessary support information is made available through Knowledge Management to Help Desk Services  
  Perform the basic daily checks assigned by the client.
* Providing Remote support to International employee also regarding any IT issues using VNC viewer, HP rooms, teamviewer & Remote desktop.
* Participate as a member of the team with instruction, reference, and collection management responsibilities.
* Foster team and individual growth through coaching, mentoring, and serve as a resource person and by encouraging collaboration among team members.
* Defines support and escalation processes for new applications, services and customers.
* Defines out of scope support processes and escalate to the appropriate management contacts

**Alcatel Lucent Managed Solutions Pvt. Ltd., Kolkata**

**Client-Reliance Communications Ltd.**

IT Engineer ***(Oct’10 to May’13)***

***Key Responsibilities:***

* Responsible for providing at all levels as part of a Global Service desk team. Ensuring that all hardware and software is configured and installed correctly.
* Maintaining & Monitoring Network, Server & Desktop support.
* Installing Software and troubleshoot software Antivirus related issues.
* Printer Sharing and MS Outlook Configuration & Troubleshooting.
* Monitoring the post service activities like follow up with the customers, service reminders and handling customer grievances for superior customer service through **HP OVSD**.
* Providing Remote support to International employee also regarding any IT issues using VNC viewer, HP rooms, teamviewer & Remote desktop.
* Resolving the issues involved with administering and maintaining corporate infrastructure, including network connectivity, Internet access, email, etc
* Assists in supporting corporate applications, internal corporate servers, user desktops, etc. Assists with basic troubleshooting, backup, and archiving.
* Domain Installation & Joining Member server & clients.
* Installing and operating Windows desktop and server operating systems. TCP/IP networking and hardware maintenance and repair.
* Ensure computer hardware is safe & complies with health and safety legislation. Applying patches in accordance with company procedures.

**HCL Info systems LTD**, Lucknow (U.P)

**Client**-National Informatics Centre

Trainee NFE Engineer ***(Oct’09 to Oct’10)***

***Key Responsibilities:***

* Maintaining & Monitoring Server & Network.
* Providing Win XP, Server installation and troubleshooting.
* Initial Configure Switch & routers (1800 series, 2000 series).
* Establish a small Network and connect through NIC intranet service.
* Providing software related issue to NIC & all functional government sectors.

#### Education

* Bachelor of Technology(IT) with 64.86 %,U.P Technical University,Noida,2008

#### Technical Qualification

* **CCNA** Certification,[640-801]Cisco ID(CSCO11969196),May,2011.
* Completed (MCITP) Windows server 2008 administration training from zoom technology, Hyderabad

#### Professional Trainings

* Training on Hardware and Networking, HCL Infosystems,30 days,2006
* Training on Online Trading Portal Project, HCL Infosystems,6 months,2007

#### Professional References

Mr. Manoja Mahapatra IT Circle Lead,Alcatel Lucent Contact no: 9359009648

Mr. Iftekhar Ahmed DIO, Mainpuri Contact no: 9412898127

#### Personal Enhancement Activities

* Participated in various stage events like plays and dance competitions and won awards at school level.
* Participated in Huge IT activity of 2000 Transition Employees in Alcatel Lucent.

Date of Birth: 14-03-1986; Languages Known: English, Hindi