ANIL KUMAR VERMA

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POST- LOHATA
DIST- VARANASI (U.P)
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Objective

With strong analytical and teamwork skill, I am looking for an organization which could give me an opportunity in relating the theoretical concepts of my learning with real time situation under the guidance of my seniors.

Professional Profile   Total Experience: 7+ Years

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Current Organization name: - LRS Services Pvt. Ltd.,

Varanasi. Designation: -   Technical Support. Engineer

From: -   1 May 2022 to Till Now

Client:-   **Utkarsh Small Finance Bank, Varanasi.**

Responsibilities:

- Working Experience using Ticketing tools (Sapphire, ITSM etc.) to manage and track incidents preferred.
- Experience on Remote support and application installation using Remote Desktop, AnyDesk, Team viewer, Manage Engine desktop control etc.
- Software Packages - MS Office (2007, 2013, 2016,2019 and Office365), Adobe readers, adobe acrobat, Patches updated on Symantec and MacAfee Antivirus, Trend Micro Antivirus and VPN all drivers etc
- Outlook Configuration as an Account (POP3, IMAP and Exchange)
- Configure Generic Mails and Configure Printer as Network Mode and USB Mode
- Expertise for networking skills - (If Any) Having skill to establish network between PCs, Switch, Server and printers.
- Find the problem on Network Troubleshoot
- Experience in Active Directory Domain Services and Attach desktops to domain.
- Performed remote installations, upgrades, and repairs using phone, online chat, and remote desktop software.
- Responsible for Installation, maintaining & troubleshooting network printers.
- Diagnosed operating system problems, repair all issues, and remove malware.
- Communicated and trained clients on the proper and optimal use and care of their technology.
- Configuring & troubleshooting Microsoft outlook accounts.
- Support and configuration of WLAN Wi-Fi Devices like Apple, D-Link, Asus etc.
- Responsible to install, set up, maintain network and also configure the peripherals, cabling and equipment' s accordingly as per the requirement.

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Previous Organization name:- Karvy Innotech Ltd.,

Varanasi. Designation: -   Technical Support Engineer

From: -   July 2021 to 30th April 2022. (**Experience 10 Month**)

Client:-   **Utkarsh Small Finance Bank, Varanasi**.

Responsibilities:

- Working Experience using Ticketing tools (Maestro, etc.) to manage and track incidents preferred.
- Experience on Remote support and application installation using Remote Desktop, AnyDesk, Team viewer Manage Engine desktop control etc.
- Experience in Active Directory Domain Services and Attach desktops to domain.
- Performed remote installations, upgrades, and repairs using phone, online chat, and remote desktop software.
- Responsible for Installation, maintaining & troubleshooting network printers.
- Diagnosed operating system problems, repair all issues, and remove malware.
- Configuring & troubleshooting Microsoft outlook accounts.

- Responsible to install, set up, maintain network and also configure the peripherals, cabling and equipment' s accordingly as per the requirement.

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Previous Organization name: -Sysnet Global Technology PVT. LTD. - VARANASI

Designation: -   Customer Support Engineer

From: -   Sep 2016 to July 2021 (**Experience 5 Years**)

Responsibilities:

- Checked and fixed user end related issue and good troubleshooting
- Software Packages - MS Office (2007, 2013, 2016,2019 and Office365), Adobe readers, adobe acrobat, Patches updated on Symantec and MacAfee Antivirus, Trend Micro Antivirus and VPN all drivers etc.
- Outlook Configuration as an Account (POP3, IMAP and Exchange)
- Configure Generic Mails and Configure Printer as Network Mode and USB Mode
- Expertise for networking skills - (If Any) Having skill to establish network between PCs, Switch, Server and printers.
- Find the problem on Network Troubleshoot
- Remote desktop connections, Team Viewer, Any desk, ammy Admin, Teams and Manage Engine
- Installation (Bootable PD, DVD and Network Mode) and maintenance of Windows OS (Window 7, Window 8 and Window 10)
- Create a backup, recovery policy and Window reset
- Desktop performance monitoring and optimization Software
- Hardware Support on Desktop, Laptop, Printers and Scanner.
- Printers Support (LaserJet, DMP, Office jet, Color LaserJet and Passbook Printer).
- Configure a switch to L2 Level as a Graphical Mode
- Installation and updating Biometric Devices.

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EDUCATION QUALIFICATION

Academic Qualification:

- High School from U.P. Board, in 2012.
- Intermediate from U.P. Board in 2014 .
- Completed Graduation from Mahatma Gandhi Kashi Vidyapith in 2018.
- Advanced Diploma Computer Hardware & Peripherals Networking from **OM SAI COMPUER**

TECHNICAL QUALIFICATION

I have passed the final examination of the course 15 months to JCHNE+ of Conducted by this institute in Jetking Computer Hardware & Networking Engineering

HOBBIES
- Playing games
- Listing Music

STRENGTH
- I don't like liers.
- I am discipline person.

LANGUAGE KNOWN
- Hindi & English

Personal Detail

Date of Birth	:	12th November 1997
Father's Name	:	Babu Lal Verma
Sex	:	Male
Marital Status	:	Married
Nationality	:	Indian
Religion	:	Hindu

Declaration

I hereby declare that all above Information's are true by my knowledge and belief.

Date:

Place: VARANASI   (Anil Kumar Verma)