### Communication Address

House No.26 Vikas Nagar,

Gali No2, Uttam Nagar,

Pin-110059

7065418933**,**

**upndey@gmail.com**

**Uttam Kumar Pandey**

**Objective**

To work in a challenging and dynamic environment towards a successful career in the IT industry by making the best out of my abilities and interpersonal skills. I want to see myself as an active contributor to a team of ambitious people and thereby enhance my knowledge and personality.

### Work Experience

* Working as **Technical Support and Network Support Engineer** with **American Express (AMEX)** on the behalf of **PC Solution Pvt Ltd. From July 2016 to till date.**
* **Job Profile:**
* Carrying out standard software modifications.
* Diagnosing and solving customer reported system issues.
* Determining a projects risks.
* Taking corrective actions to improve system reliability.
* Managing system technical changes to time, and quality.
* **Past Experience:**
* Worked as **Customer Support Engineer** on behalf of **HCl Info system Pvt. Ltd.** for **State Bank of India,** Patna from **June 2014 to November 2015**.
* **Job Profile:**
* Responsible for the IT infrastructure Taking care of the desktop/Laptop Operating system and Lan Troubleshooting calls.
* Resetting user password Moving Assets in the proper OU, Providing access.
* Responsible for managing call ticket through DW (Digital Workflow) citrix and Web.
* Working on IMACs and incidents calls.
* Perfect in solving the problem of lotus notes domino client installation, Microsoft Outlook configuration and troubleshooting. Creating Replication, Archive, Out of office, Pst.
* Providing support for VPN Software as Aventail, Rova and different applications.
* Responsible for taking care of mails as well Escalation calls.
* Responsible for the asset management through CAMS (Centralized Asset Management System).
* Coordination with all the vendors for any kind of hardware and software problems.
* A high level of customer satisfaction through the technical support delivery.
* Follow SLAs, Schedule adherence, Timely update & escalated issues, ensure no violation happens.
* Proven experience in a customer facing or support environment.
* Responsible for sending reports.
* Handling and maintenances the File & Print server.
* Installing, configuring and Troubleshooting PGP Desktop.
* Imaging the laptop with standard image of Amex.
* Handling remotely calls through Dameware tool.

**Skill Enhancement**

* DHCP, DNS Servers, Active Directory.
* Backup and restore management, Media management etc
* OS Platform: Win 2003 Win 2008, Linux.
* Email Client: MS Outlook, Lotus Notes.

**Qualification**

* B.A from J.P University Bihar
* Senior Secondary Education (10 + 2) from Bihar Board.
* Secondary Education (10th) from Bihar board.

**Professional Qualification**

* MCP (Microsoft Certified Professional)
* JCHNP (Jet king Certified Hard ware Network professional)

**Personal Details**

|  |  |
| --- | --- |
| Fathers Name | Anil Kumar Pandey |
| DOB | 05-02-1991 |
| Sex | Male |
| Marital Status | Single |
| Languages | English, Hindi |
| Nationality | Indian |
| Permanent Address | Chhapra (Bihar ) 841214 |

### Date: February 22, 2019 Mohammad Sagir Ansari