HIMANSHU CHATURVEDI

Bhopal, India
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Device Support Engineer

To be proved as an asset for the company through hard work, dedication and the technical knowledge

SUMMARY

Competent, creative & result oriented professional with an experience of **over 7 years +** in the field of Device Support Engineering, Software Testing, Client Site etc. & working **as Device/ IT Support Engineer.**

Technical Skills

Working of IT / Device Support.

Work on different platform like Android, Windows Linux, iOS etc

Support for Android, Oracle & java based applications.

Manual Software Testing

Work on different type of testing & worked on different type of Devices.

Providing support to Users for application and IT Device

Handle Customer complaint, & taking Client's feedback

Work on different project like Mobile app of Student Study app., Digital Media App, Web application.

Configuration of Vista ,EWD (Vista is a Health care software Product)

Implementation of application at client site.

Assessment the application and taking client requirement.

Trouble Shooting, Client Support, Daily Activity, Backup, User requirement etc

Working Properly with Customer by following technical aspect from SLA / SRS.

Linux installation, ewd installation, Linux commands.

Basic Knowledge of Integration (by Mirth tool)

Run **sql** command to check HL7 message.

Writing Test cases and test scenarios

Document management, Policy management, Asset Management.

Work on Mantis, Bugzilla and using the required tool

Work to derive Testing Approach , Documents from SRS/ FRS.

Testing Templates , User manual and other doc.

PROFESSIONAL EXPERIENCE

Presently working in Sansys Informatics Pvt. Ltd from Jun 2015 as a **Device Support & IT Engineer.**

- Worked in Medline Clinical Technology Pvt ltd , New Delhi from Nov 2013 to Jun **2015 as Software Support and Testing Engineer**

Worked in CCS Computers from July 2012 to Aug2013 as Customer Support Engineer.

Worked in PCS, Technology from Nov 2010 to June 2012 as IT Support Engineer

Worked in HCL Infosystems From Oct. 2008 to Oct 2010

Worked in SIST(Shree institute of science and technology) as Lecturer from Feb2008 to Oct 2008

Work Experience

Presently working in Sansys Informatics Pvt Ltd , Bhopal from Jun 2015.

Sansys Informatics **Software development   company** in which we provide complete IT Projects Application of IT , Support and solution to clients.

Clients: AIIMS Government Hosp. New Delhi, AIIMS Bhopal, AIIMS Raipur, Rajiv Gandhi Cancer Institute New Delhi, Study Mobile/Web App projects for commerce / Science Students in Alpha Institute etc.

Job Profile: Working as **Device Support & IT Engineer.**

JOB RESPONSIBILITY:

Working of IT / Device Support.

Providing support to Users for application

Manual Software Testing

Function testing, end to end testing

Make test cases , Bug report and execution test cases

Configuration for various Modules of Vista

Implementation of application at client site

Assessment the application before development

Functional and Configuration of CPRS(computerized Patient record system)

Remotely support L1 engineer.

Take User requirements for application

Taking Calls of Clients through Phone or mail then resolve them. Or troubleshooting

Integration (mirth) and IT support.

GTM database, ewd installation and Mumps language

Linux red hat /Linux command

Run SQL query

Creating User Manual

Support Application at client site.

Work on different platform like Android, Windows Linux, iOS etc

Previous Employer:

Nov2013-Jun2015   Medline Clinical Technology, Bhopal
Medline Clinical Technology is Health care-based IT company.

JOB PROFILE: Working as Software Support & Testing Engineer and Manage AIIMS client site, configuration and testing.

JOB RESPONSIBILITY:

Software Testing and Support.

Manage Health care application and database.

Testing, Retesting, Regression Testing configuration, GTM DBMS, MUMPS.

Make test cases , Bug report and execution test cases

Responsible of validation and functional testing of the modules

Preparing Bug report and tracking

Demonstration of the software in client side

Implementation

July 2012 – Aug 2013 with CCS Computers, New Delhi.

JOB PROFILE: Working as **Se. System Engineer** providing Customer Support Services in IT for the client LG Electronics.

Description:

LG electronics is the South Korea electronics company, India corporate office placed in Greater Noida. LG has various electronics products like LCD, LED, Mobile, Washing Machine etc.

Key Accountabilities:
As a member of the LG, IT department I oversee various tasks defined by my Key Role Activities. These include: Providing IT Support to whole A, B Building in LG Factory, where managing IT work, support users for IT issues, infrastructure of IT, Daily Activity like daily backup, observe the network or mpls, Deal with vendor. I am a part of IT Support team and handling all the issues related with IT, Application like outlook/Lotus, web application etc.

JOB RESPONSIBILITY:

System Management remotely or physically.

Remotely Managing MPLS & Backup Link.

Mail management like Microsoft Outlook 2000, 2003 and 2007 & Lotus Notes Email 8.5.1, Lotus8.0.2, Lotus7.0.3 & Outlook Express.

Taking Calls of Clients through Phone or mail then resolve them.

Managing disk quotas.

MacAfee/Symantec/Trend Micro antivirus installation & updating via local ftp.

Manage IT Hardware, stock and IT Activity and Manage technician/ Junior Eng.

VPN access for mail and "SSO" portal, Manage user account of SSO application.

Router 2600, switches and LAN, WAN.

Regular backup of Lotus and Symantec Antivirus.

Windows server and Active directory and manage system engineering.

Manage Video Conference through polycom machine.

Hardware & Networking & L1, L2 level of support & Administration.

Work on COM Port, thin client, barcode software scanner, waterwall s/w, Windows XP/ 7.

Daily Backup of Data.

Remotely support through VNC, Remote Support, Net meeting.
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Academic Qualification

B.E. (IT) from Bansal College of Engineering, Mandideep, Secured 71.2%%

Technical Trainings Undertaken

Training on "Computer Networking" from Smriti Netcoom, Bhopal....................... 45 Days
Training on "Software Testing" from NITM, Bhopal... 90 Days
Training on "Telecommunication System" from BSNL EWSD Exchange, Bhopal... 15 Days

Other IT Skill:

- Software Testing
- Database Management System- MS Sql server,mysql , GTM Oracle
- C, C++

ACADEMIC PROJECTS

Major Project on "Information Display Panel interfaced by PC" Which is developed by using C**++.**

Minor Project on "Horizon Airways" which is developed by using Visual Basic 6.0 & MS access 2000.

EXTRA CURRICULAR ACTIVITES

Participated in inter College Cricket Tournament at SATI, Vidisha (M.P)
Participated in inter College Cricket Tournament at RITS, Bhopal (M.P)

CO CURRICULAR ACTIVITES

Paper Presentation on "ATM Networks" at Bansal College of Engineering, Mandideep in 2006.

PERSONAL VITAE

Name	:	HIMANSHU CHATURVEDI
Date of Birth	:	28th Oct. 1983
Father's Name	:	Late Sh. Arvind Chaturvedi
Native place	:	Bhopal (M.P)
Nationality	:	Indian
Marital Status	:	married
Sex	:	Male
Languages Known	:	English & Hindi

I hereby declare that all the above details given by me are true to the best of my knowledge and belief.

Date: Himanshu Chaturvedi