CURRICULUM VITAE

Rohitas Jangid		Senior Executive IT – Karvy Innotech Limited	Notice Period- 15 to 30 Days
Email	:	rohitjangir90@gmail.com	
Mobile	:	+91-9829025863	+91-8696260111	
Current Location	:	Gurugram – 122002	

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Education

2007 - 2010	3 Year Engineering Diploma in Computer Science & Engineering with 67.31% from Board of Technical Education Rajasthan
2005 – 2006	12th with 70.92% from Board of secondary Education Rajasthan
2003 - 2004	Matriculation with 71.83% from Board of secondary Education Rajasthan

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Professional Experience

2013 - now   **Senior Executive- IT** at **Karvy Innotech Limited**. **(Formerly Known as HCL Services Limited)**
–– Performing a wide range of System Administration and Desktop Administration responsibilities including installation, configuration, maintenance and up-gradation of Cisco Switches/Routers, Windows Server, Desktop Laptop, Network Printers, IP Phones and Spider phones.
–– Addressing user tickets regarding Hardware, Software and Networking. Troubleshooting issues related to VPN, Server/Network equipment/Desktop/Laptop and their operating systems and Hardware.
–– Replacing faulty Network devices/Server/Desktop/Laptop hardware components when required.
–– Installation, Configuration, Managing and troubleshooting of LAN technologies (Layer 2/3 Switches) like IPv4/6, VLAN management, STP, EtherChannel, Port mapping, Port security, Trunk/Access link configuration. Troubleshooting, diagnosing and resolving VPN and Network problems with the help of tools ping, traceroute, tracert, and ipconfig. Monitoring network infrastructure and WAN Links.
–– Installation, Configuration and troubleshooting of Windows operating system 7/8/10, and Windows server 2008/2012/2016 and Windows migration/up-gradation/imaging/reimaging over LAN, PXE Boot. Providing Basic troubleshooting support to Linux and MAC OS users.
–– Installation and up-gradation/Rollback of application patches and firmware in Servers. Monitoring CPU utilization, Disk Space Memory, I/O Utilization, RAID Disk management via integrated remote management console.
–– Managing AD Server and Create delete and manage user accounts & group policies on AD Server. Creating User Mailbox and Distribution groups. Managing DNS, DHCP and Windows migration through SCCM/ WSUS server
–– Allow/deny domain level access/policy to user, folders, group and OU's.
–– Remote Support and Client Support for all technical issues. Providing end to end technical support including troubleshooting issues related to VPN, Computer hardware, Server, Network/Internet connectivity, messaging and other software applications
–– Installation, Configuration & Troubleshooting of MS office applications, Outlook and O365.
–– System maintenance and system upgrades including service packs, patches, hot fixes and security configurations.
––Managing and operating Cisco and Polycom Video conferencing system/ Microsoft Team/ Zoom/Skype. Assisting with the audio and video operations for enabled meeting rooms. Providing technical expertise, guidance and advice to staff on all aspects of audio and video within the facility.
–– Managing Migration and Break-fix request.
–– Installing, Configuring & Maintaining Antivirus Server/Clients.
–– Providing status updates and communicates frequently with/to end-users as well as with local, regional and management teams.
–– Coordinating with OEM/Vendor and other stakeholders/SME for timely problem resolution.
–– Maintaining IT asset and inventory database

2011 - 2013   **Associate** at **HCL Infosystems Limited**
–– Handling daily technical support activities on Desktop, Laptop, Printers, Scanner and server management
–– Setup desktop computers, laptops and peripherals and configure end-user software and test network

connections.
–– Microsoft Windows installation and troubleshooting
–– Installation, Configuration & Troubleshooting of MS office applications
–– Providing technical Support by performing installation, repair, and preventative maintenance of personal computer and related software/hardware

–– Familiarize end user on basic software, hardware and peripheral device operation.

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Technical and Management Skills

–– Network Administration, Desktop administration, Windows server administration, manage IT infrastructure and vendor management.
–– Good understanding of Hardware, Software and networking, TCP/IP, OSI Models, IPv4/6, VPN, Cisco Routers/Switches and protocol suites, Windows Server, Laptops/Desktop, Network printers and network devices. Good understanding of VLAN, STP, VPN, Etherchannel and network protocols.
–– Good understanding of ITIL process and able to perform the work within SLA. RAID configuration, AD Management, DNS, DHCP, WSUS and SCCM server. Basic troubleshooting on Linux and MAC operating systems.
–– Excellent diagnostic and network troubleshooting skills. Ability to understand, analyze and resolve problem quickly.
–– Excellent customer service, with the ability to work in team or as an individual and ability to take a leadership role in IT incident escalations.
–– Strong technical aptitude and ability to research & solve complex issues independently.
––Ability to effectively communicate issues and resolutions to all levels of the organization
–– Ability to prioritize and organize workload, handling a wide range of situations with efficiently and effectively solve problems

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Trainings

–– Attended CCNA Classroom trainings with practices on real devices at HCL Training center Pondicherry in March 2017 and in November 2015.
–– Attended ITIL classroom and online trainings at HCL Infosystems Ltd. Noida.
–– Attended Windows Server 2008, Desktop/Laptop/Printers/Servers classroom training with practice at HCL training center Hyderabad in September 2013.

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Personal Profile

Father's Name   : Mohan Lal
Date of Birth   : 20-08-1989
Nationality   : Indian
Permanent Add. : Rohitas Jangid S/o Mohan Lal
                        Ward No 05, Near S.R. Memorial public school, VPO- Suranwali 7HDP,
                        Tehsil- Pilibanga, Distt.- Hanumangarh, Rajasthan- 335802

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Declaration

I hereby declare that the above mentioned information is correct up to my knowledge and I Take the responsibility for the correctness of the above mentioned particulars.

(Rohitas Jangid)