



Career Objective

A detail-oriented professional with a passion for service in the information technology industry. Skilled in a wide range of server applications, their uses, and how to maintain and repair them. Expert interpersonal communicator who is not satisfied until the customer is satisfied.

Work Experience

Company-Network Techlab India Pvt-ltd

SERVICE DESK

2020 Feb– 2022 May

- **Monitor the performance of the computer systems and address issues as they arise.**
- **Provide technical support for software reconfigurations to aid in function customization.**
- **Install computer hardware and software on desktops to keep versions current.**
- **Installing Additional software for client use.**
- **Installing certificate for network connectivity.**
- **Configuring system for new joining users.**
- **Install operating system by network boot.**
- **Install operating system by USB Devices**
- **Install Server OS.**
- **Configuring Outlook Profile & troubleshooting Outlook Related Issue.**
- **Rebuilding Outlook Indexing.**
- **Installing & Upgrading Software Packages, Drivers.**
- **Troubleshoot SCCM related issues in Client Computer.**
- **Hardening of Client PC.**
- **Troubleshooting Office 365 related issues.**
- **Managing video conference calls.**

- Handling and supporting VIP (P1) calls.
- Adding new hostname in active directory.
- Reset password through active directory.
- Handling ticketing tool service now.

Software Skills:

- Programming Language: Basic understanding of Assembly language, HTML.
- Documentation Tools: MS-Office.
- Virtual Computer Creation in VM-Ware.



Education / Certificate

- Bachelor in Information Technology – Mumbai University
- Diploma in Electronic & Telecommunication Engineering - M.S.B.T.E.
- Secondary School Certificate (SSC) – Maharashtra Board.



Academic Projects

- IOT Based Home Automation.



Awards and Rewards

Best Service Award



Personal Details

- **Father name:** Irfan Ansari
- **Mother Name:** Parveen Ansari
- **Date of Birth:** 2 November 1997
- **Languages Known:** Hindi, English, Urdu
- **Address:** Room no, 10 Building no,26 park site municipal colony Vikhroli west
- **Nationality:** Indian
- **Hobbies:** Playing Football , Cricket.

