

Curriculum vitae



Umashankar Mahalik

Gurgaon, India

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Objective:-

Seeking a challenging position to utilize my skills and abilities in area of system administration and networking, which offer a professional growth while being resourceful and flexible.

Work Experience: -

1. Working as a **Senior Specialist EngineerL2** with (IOMC)Global It support from **8th june'23 to till present** on payroll of: - **HCL Technologies Ltd**, Gate No. -1, Hub, SEZ, Plot No 3A, Sector 126, Noida - 201303. UP (India).

Roles and Responsibilities: -

- * Provide support for on-call escalations and do root cause analysis of the given issue.
- * Resolve tickets within the agreed SLA of ticket volume and time
- * Adhere to quality standards, regulatory requirements, and company policies.
- * Work on value-adding activities such as knowledge base update and management,
- * Ensure positive customer experience and CSAT through First Call Resolution and minimum rejected resolutions or Reopen Cases.

Work Experience: -

2. Working as a **Desktop Support Engineer L2** with (NSE)**National Stock Exchange of India Limited**, New Delhi-110001 from **June 2022 to June 2023** on Payroll of: - **Acute Informatics Pvt.Ltd.** 203, Atlanta Tower, Gulbai Tekra, Ahmedabad-380006, Gujarat.

Roles and Responsibilities: -

- * Managing a technical support regarding IT software/hardware support.
- * Manage and resolve escalated & VVIP user ticket within SLA.
- * Office 365 Admin portal and Work or School account with Add to Microsoft AD Azure Account.
- * Support in Bit locker with Drive encryption & key add to AD Azure Account and Recovery support.
- * Active Directory Self-service (New user creation/deactivation, password reset, account unlock etc.)
- * BigFix client, MS Teams, Quick Assist, Team Viewer, Any Desk used for Remote Support.

- * OneDrive support and Troubleshoot.
- * Provide in Presentation & VC support.
- * Teams, Zoom, WebEx meetings support for users.
- * Cisco VOIP phone configuration and troubleshooting.
- * Basic Networking Support.
- * AD user account and Email account management.
- * Good Knowledge in Win OS's 7,10,11 installation and troubleshooting.
- * Knowledge in .PST & .OST Outlook2003, 2010,2013,2016,2019 (File create, Rules & Corrupt File recovery)
- * Supported Dell, Lenovo, HP, laptop, Desktop or workstation.
- * Coordination with Vendor/OEM and backed team.
- * Managing Ticketing Tool (Nseindia-Service Now)
- * Attend Regular basis meeting with Our teams.
- * Should have experience in Desktop Support...or Computer hardware & Networking
- * Configuration of Desktops, Laptop, Printers and servers per IT guidelines
- * Call logging, allocation, status updating in the IT helpdesk and follow ITSM.
- * Client Accessories Configuration and Data Backup Client Support.

Work Experience: -

3. Working as a **Technical Support Engineer L1 with Maruti Suzuki India Ltd**, Gurgaon Sec-18 from **July 2019 to May 2022** on Payroll of: - Team Computers Pvt. Ltd. No-I Mohammadpur, Near Bhikaji Cama Place, New delhi-11006.

Roles and Responsibilities: -

- * Call logging & Regular follow up of calls.
- * Escalate tickets to 1st / 2nd / 3rd level SLA (Manage Engine) support to find resolution.
- * Solving Day to Day problems of systems and Resolving tickets within SLA.
- * Provide Telephone / Remote / Physical Support L1 to go physically to customer location if required.
- * VIP user support, Ticketing tools Remote troubleshooting
- * Baseline / Configuration of Desktops, Laptop, Printers and servers per IT guidelines.
- * Configuring and managing Office 365 and MS Outlook 2003 to 2019 Outlook express and Making and Managing OST and PST File
- * Service Pack, Windows patching & Updating Anti-Virus (Crowd-Strike Windows Sensor, Symantec and McAfee) Signature Management
- * AD user account and Email account management.
- * Knowledge about Creation of Users & Groups on active directory
- * Client VPN installation and Support.
- * Handling users calls remotely through Team Viewer, Anydesk, Quick Assist & Remote Desktop connection & Configuration Manager Remote Control.
- * Configuration and troubleshooting of, MS Team and WebEx Meetings users.

- * Managing & Security folder access.
- * Supporting Lenovo, Dell, HP and Microsoft Surface Laptop and Desktop all kinds of software and Hardware issues
- * Good knowledge installation and Troubleshooting's OS's 7 / win 10 / win11.
- * Client Accessories Configuration and Data Backup Client Support.

Work Experience: -

4. *Working as a Desktops Support Engineer with Skill Joint Consultancy Pvt Ltd. 14th May 2018 to 20th May 2019.*

Roles and Responsibilities: -

- * Worked as IT Engineer actively involved in troubleshooting of Laptops, Desktops, Printers related issues.
- * Responsible for taking care of all Hardware and Software related problems raised by end users.
- * MS Outlook installation, configuration and troubleshooting.
- * Taking Backup of Systems and Outlook on regular basis.
- * Antivirus software installation, updating and monitoring.
- * Preparing of Asset Inventory for asset management.
- * Handling users calls remotely through Team Viewer, Anydesk, & Remote Desktop connection.

Key Skills: -

Ability to work in a Team, Good communication, Fast learning, Positive Attitude, Readiness to accept Challenges.

Professional Qualification: -

One Year Diploma in Hardware Computer Networking Course From JCHNE.

Educational Qualification: -

- * BA Arts from F.M.U from Dr Jadunath College Rasalpur in 2016 with 53.5%.
- * 12th Arts from CHSE from Dr Jadunath College Rasalpur in 2013 with 50%.
- * 10th from BSE Board from Brunda Bati High School, Badakia in 2011 with 44.66%.

Personal Profile: -

Name: - Umashankar Mahalik
 Father's Name: - Damodar Mahalik
 Date of Birth: - 03/02/1995
 Sex:- Male
 Marital Status: - Unmarried
 Nationality: - Indian
 State: - Orissa
 District: - Balasore
 Pin: - 756021

Declaration: -

I hereby declare that the above-mentioned facts are true to the best of my knowledge and I am in possession of documents in proof of it.

Date:-

Signature:-

Umashankar Mahalik