

**Nitesh Kumar**

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**Local Address- Shop Plot 42\2 Pandav Nagar, Near D-Park, Delhi 110092**

## **OBJECTIVE:**

To achieve high career growth through a continuous process of learning for achieving goal & keeping myself dynamic in the changing scenario to become a successful professional and leading to best opportunity.

## **EDUCATION:**

<b>COURSE</b>	<b>INSTITUTION</b>	<b>YEAR OF PASSING</b>	<b>% OF MARKS</b>
B .Tech	Maharishi Dayanand University Rothak (Hariyana)	2015	64%
Intermediate	BSEB (Patna)	2009	65 %
Xth	BSEB (Patna)	2007	65 %

## **EXPERIENCED SUMMARY:**

### **Desktop & System Administrator - Velocity Software Pvt. Ltd**

Noida – 27-Jan 2021 to 10 Jan 2022 .

- Address user tickets regarding hardware, software and networking.
- Working on Ticketing Tool i.e., BMC Remedy and resolving issue based on SLA and Ticket.
- Worked and coordinate with TSD (Technology Service Desk Team), Network Team, System Engineer as well as with Compliance Team for Next level of Troubleshooting.
- Good command on Windows Registry and Group policy.
- Having hands-on experience on issue based on VM Ware, MS Outlook, MS Teams and other related to applications & windows.
- Handling over 300 users.
- Walk customers through installing applications and computer peripherals.
- Have worked on Laptop, Desktop .
- Conduct remote troubleshooting through CMRC and Find RCA and resolving issue based on cause.
- Test alternative pathways until you resolve an issue.
- Customize desktop applications to meet user needs.

- Direct unresolved issues to the next level of support personnel.
- Configured hardware, devices and software to set up work stations for employees.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Patched software and installed new versions to eliminate security problems and protect data.
- Checked and monitored system performance to maintain system integrity and documented and reported alerts.
- Creating folders, sharing and giving permissions to users as per requirement.
- Implementing various group policies as per the company requirement.
- Installation & configuration of Windows OS and also local printers and network printers.
- Troubleshooting various escalated issues across all the branches.
- Create new mailboxes and distribution groups.

**EXL Noida sector 144 Client - Wipro Technologies Pvt. Ltd**

**Pay roll company infiniminds and progressive infovision**

Noida -10 Feb 2022 to till Now.

- Address user tickets regarding hardware, software and networking.
- Working on Ticketing Tool i.e., BMC Remedy and SERVICE NOW and resolving issue based on SLA and Ticket priorities (P1, P2, P3 and P4).
- Worked and coordinate with TSD (Technology Service Desk Team), Network Team, System Engineer as well as with Compliance Team for Next level of Troubleshooting.
- Good command on Windows Registry and Group policy.
- Having hands-on experience on issue based on Citrix, VM Ware, MS Outlook, MS Teams and other related to applications & windows.
- Handling over 4000 users.
- Walk customers through installing applications and computer peripherals.
- Have worked on Laptop, Desktop and Thin Client.
- Conduct remote troubleshooting through LogMeIn & CMRC and Find RCA and resolving issue based on cause.
- Test alternative pathways until you resolve an issue.
- Customize desktop applications to meet user needs.
- Direct unresolved issues to the next level of support personnel.
- Configured hardware, devices and software to set up work stations for employees.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Patched software and installed new versions to eliminate security problems and protect data.
- Checked and monitored system performance to maintain system integrity and documented and reported alerts.
- Installing, configuring and managing of DHCP and DNS servers.
- Creating folders, sharing and giving permissions to users as per requirement.
- Implementing various group policies as per the company requirement.
- Installation & configuration of Windows OS and also local printers and network printers.
- Troubleshooting various escalated issues across all the branches.

- Create and manage new mailboxes and distribution groups.
- Also working on remote support through CmRc and LogMein technician console.

### **HOBBIES:**

- Playing cricket
- Reading books

### **PERSONAL PROFILE:**

<b>Father Name</b>	: Mr. Bipin Sharma
<b>Date-Of-Birth</b>	: June-05-1992
<b>Gender</b>	: Male
<b>Nationality</b>	: Indian
<b>Languages Known</b>	: English, Hindi
<b>Permanent Address</b>	: Vill-Kaoriyawan Po-Hansadih Ps-Masaurhi (Bihar) Pin no-804452

### **DECLARATION:**

I do hereby declare that particulars of information and facts stated here in above are true correct and complete to the best of my knowledge and belief.

Nitesh Kumar.