

## PANKAJ KUMAR

(31 Years Old, Married, Native Bihar)

Current Location: Delhi (Aerocity)

Preferred Location: Delhi-NCR

Notice Period: 30 Days (Immediate Joining can be initiated)

Targeted Job: Networking and Technical Support

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### **Objective**

Sustainable growth in IT within IT Industry and / or outside to deliver best result with prolonged venture.

### **Professional Wealth**

8+ year's exposure in Technical Support with leading a small team outside IT industry.

### **Work Experience**

- |                                 |                                |                           |
|---------------------------------|--------------------------------|---------------------------|
| • <i>Technical Support Lead</i> | <b>M/s. Team Computer</b>      | May22-Present (15 Months) |
| • <i>Technical Support</i>      | <b>M/s. Netcom Computer</b>    | Jun16-Feb22 (72 Months)   |
| • <i>Customer Support</i>       | <b>M/s. Darkhat Solulation</b> | Dec12-Jan14 (26 Months)   |

### **Technical Skills**

*Operating Systems*

Windows11, Windows 10, Windows 8.1, Windows 7 & Windows XP

*Mailing*

Microsoft Outlook, Office365,

*Support Tools*

MS Office 365, 2019, 2016 2013,2010,2007,2003, Remote Desktop connection

*Hardware*

All Models of HP, Dell, HCL, Acer, Lenovo Desktops, Laptops. Troubleshooting Including H/W part, Replacement & Software Installation.

### **Job Responsibilities**

#### ***Current Assignment***

- ❖ Extended analysis to assist technology team efforts to escalate and resolve issues.
- ❖ OVERSAW troubleshooting, technical issue resolution and consulting services to upgrade
- ❖ Cultivated procedures and standards for system monitoring, investigation and maintenance.
- ❖ Supervised technical support staff service operations and assisted with maintenance advisory.
- ❖ Identified key technology defects to streamline problem resolution.
- ❖ Configured hardware, devices, and software to set up work stations for employees.
- ❖ Diagnosed and troubleshot hardware, software and network issues.
- ❖ Patched software and installed new versions to eliminate security problems and protect data. Created user accounts and assigned permissions.
- ❖ Helped streamline repair processes and update procedures for support action consistency.
- ❖ Installed, configured and maintained computer systems and network connections
- ❖ Assisted in development of system security protocol.
- ❖ Provide telephone Remote, physical support L1&L2 required customer location.
- ❖ Operation documentation & knowledge base Management.

## ***Past Assignments***

- Basic Networking, and monitoring of CCTV camera, Biometric, Network printer Wi-Fi.
- TCP/IP Configuration, Smooth running internet, Maintenance.
- Lan and Wi-Fi connectivity tracking, update firmware troubleshooting.
- VC and Projector connect and zoom, Microsoft Team, Webx troubleshooting.
- DHCP, DNS, and active directory create user id and resetting password.
- Outlook configure exchange, (pop3, Smt, Imap) office 365, Email management OneDrive & share folder.
- Hardware Installation, Maintenance & troubleshooting.
- Printer sharing & data backup mapping drive in domain environment.
- Installation and configure computer hardware, Update software and patch, systems, networks, printers.
- Sccm client installation, Scanner, antivirus. Remote and on phone calls support VIP user support
- VPN client installation z-scaler, net Scope, Norton 360

## **Professional Accomplishment**

- IT Infrastructure Management:- Handled different task assigned as Support Engineer, Service Desk, and technical support. Having excellent customer handling siltation of small IT projects.
- Good understanding of System Support, Installation, Configuration & Maintenance of various vendor products.
- Responsible for Technical Support, including identify and resolve Daily basic technical issues.

## **Qualifications**

- Completed JCHNP Course from Jet-king Institute, South-ex. New Delhi
- Bachelor of Arts (BA), 2012, Jay Prakash, University Chhapra, Bihar

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### **Client's associated with**

Bharti Airtel, Panacea Biotech, CII, Ministry of HRD, Ambedkar University, NDMA (National Diaster Management Association)