



# SANDEEP YADAV

## My Contact

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📍 Seer Goverdhanpur, Varanasi-  
221005 UP INDIA

## Hard Skill

- Windows administrator
- Linux administrator
- Windows server, active directory and domain
- Virtualization vmware
- Computer networking
- AWS cloud computing
- Computer system installation & maintenance
- Report writing
- Photography

## Soft Skill

- Observation
- Decision making
- Communication
- Multi-tasking

## Education Background

- JS UNIVERSITY SIKOHABAAD UP  
*Bachelor of Technology  
Computer Science & Engineering*  
Completion year 2023
- JKP POLYTECHNIC SONIPAT DELHI NCR HR  
*Polytechnic Diploma  
Computer Science & Engineering*  
Completed in 2020
- BNS ENGLISH SCHOOL VARANASI  
Matriculation / High School  
Completed in 2014

## About Me

Seasoned Technical Support Executive skillfully leads troubleshooting and issue resolution. Over 10 years proficiently guiding IT problem fixes, outlining assessment standards and promoting training initiatives. Skillfully directs critical maintenance services to streamline technology operations. Detailed assistance to escalate and address deployment miscalculations.

## Professional Experience

### Desktop Support Engineer at Ebix Software india pvt Ltd

2022 – Present

Key responsibilities:

- . Install and configure Operating Systems: Windows 10, 8.1 and windows7.
- Good Knowledge of Windows Server 2016 Services with all vital domain services.
- Setting up Wireless NIC, Local and Network Printer Setting and Configuration. MS Outlook Configuration, Backup and Restore Process.
- Remote Management through Team Viewer, Microsoft Teams and Ammy Admin to solve Windows and Software Installation.
- Take care of all the Internal Office Software's Support.
- Good hands on experience Backup & Restore of Mails, Profiles in Mailing Client Ms Outlook.

- **ITIL – Information Technology Infrastructure Library**

## Achievements

- |      |   |
|------|---|
| 2023 | CCNA, Virtualization. Windows server admin, N+, Cyber Security, ITIL and AWS cloud computing                |
| 2022 | Certificate of 6 week <b>Cloud computing training with AWS</b> from internshala online platform             |
| 2021 | Certificate of <b>appreciation in Dedication &amp; responsible</b> at workplace From KIRAN Society Varanasi |
| 2019 | Certificate in <b>Communication, Team Building, and Leadership</b> From KIRAN Society Varanasi              |

- Support All Users through Remote Connection Tools like Remote Desktop, Team Viewer, Microsoft Teams and Ammy .
- Responsible for Software, Application installation and monitoring performance.
- Troubleshooting, installing and configuring MS-Outlook.
- Manage Antivirus (Quick Heal End Point Security)
- Troubleshooting and problem solving LAN and Wi-Fi network issues.
- Installation, configuration and maintenance of Local and Network Printers.
- Mobility solution like configuring Apps, Emails of Samsung, I-PAD, I-Phone.
- Video Conference facility support (Webex, Microsoft Teams etc).
- Vendor Management - Coordinate with vendors for hardware/Software/Network calls.
- Inventory Management - to compile complete inventory of IT equipment's.

### **Personal Qualities :**

- Honest, Polite, Determined and result oriented Good verbal skills
- Hardworking and Courageous and willing to take initiative for solving problems
- Also maintains good interpersonal relations with peers
- Adaptability and ability to work under pressure

### **Personal Details :**

- Name : Sandeep Yadav
- Father's Name : Mangroo Ram Yadav
- Mother's Name : Radhika Devi
- Date of Birth : 13-01-1997
- Gender : Male
- Marital Status : Unmarried
- Nationality : Indian
- Languages Known : English, Hindi
- Address : Vill-Seergovardhanpur Post-Bhu Dist-Varanasi Pincode : 221005

### **Declaration :**

I hereby declare that above information is true to the best of my knowledge and belief, if given a chance, I can prove myself.

**Date:**  
**Place:**

**Signature**