RESUME

DHARM PRAKASH RAI

Contact: +91-8299228257; Email: [dharmprakash42@gmail.com](mailto:dharmprakash42@gmail.com)

**IT Professional with ~6 years of experience seeking challenging assignments as System Administrator/ Senior Customer Support Engineer**

**PROFESSIONAL PROFILE**

* Proven ability to provide a high level of Customer Service surpassing market standards and maintain healthy relationship with peers and competitors.
* Proficient in analysing information system needs, evaluating end-user requirements and troubleshooting of issues.
* Demonstrated ability to effectively plan, coordinate & meet deadlines. Self-driven, able to prioritize tasks and implement changes smoothly
* Polished leadership skills with ability to motivate teams to increase productivity.
* Extensive experience in troubleshooting in Windows & Linux based platforms, DMP, HSDMP & LMP, Server & Desktop, System Administration & Networking and Linux administration.

**Career Graph**

**Sr. Executive at BHEL Varanasi from Magna Infotech Ltd. At Wipro Project from 24-09-2019 to 20-05-2020.**

**AFORESERVE.COM.LTD: -**

**Customer support engineer from 9 march 2017 to till 28 Feb 2019.**

**HCL Infosystems Ltd: -**

**Associate customer engineer from 17 nov 2014 to 20 oct 2016.**

**Accountabilities:**

* Involved in installation & support of LIPI High Speed printers (LIPI T-6050, 6306 Tally-2250, 2280) as well as installation of Linux, Desktop Operating Systems.
* Render onsite support to corporate customers on hardware, operating systems and servers to maximize uptime of servers, desktop and network.
* Provide leadership to a team of 5 engineers involved in supporting major customers like Allahabad bank, PNB, CBI, UBI, Canara bank, SBI, Post Offices, Irrigation Department, U.P. Jal Nigam, U.P. Inter Colleges, Dist. Treasuries and Dist. Courts among others.
* Assign and review calls to engineers besides focusing on accomplishment of AMC collection targets.

**Associate Customer Engineer 1 august 2012 to 16 nov 2014.**

**Accountabilities:**

* Involved in installation & support of desktop, printers and servers.
* Ensured support on Windows, Novell Netware and Linux operating systems for customers across Varanasi district.

**On Job Trainee Engineer 1 august 2011 to 31 july 2012.**

**Accountabilities:**

* Involved in installation & support of desktop & printer hardware as well as Windows Operating Systems.

**Projects**

* Installation & configuration of Windows XP on HCL Desktops as well as LIPI high speed LMP printers as Network printers in various branches of PNB under Lucknow & Varanasi region for CBS of the bank.
* Installation & configuration of Windows XP on HCL Desktops as well as installation of LIPI high speed printers as network printers in various branches of UBI under Varanasi region for CBS of the bank.
* Installation of Windows 2000 server in HCL XEON Servers and Windows XP clients across various Post Offices under Varanasi zone.

**Educational**

* Diploma in Computer science and engineering with first division 72.5%, Government Polytechnic Mau, 2011.
* High School with first division 69.5% ,2007
* Trainings:
  + Basic Computer Hardware & OS Overview from HCL Infosystems Ltd.
  + ATM training from HCL Hyderabad.
  + Basic Unix & Linux Administration in dist. Court project.

**Personal Details**

**Name** Dharm prakash Rai

**Father’s name** Ramesh Kumar Rai

**Mother’s name** Sunita Rai

**Date of Birth:** 15 july 1992.

**Corresponding address**

**Village & post** Muhammadpur, Post-latghat

**District** Azamgarh (u.p.)

**Pin Code** 276136