Ramraksha Shukla

E-mail: Ramrakshasukla615@gmail.com
Mobile: +918604063004

Career Objective

Looking forward to join a reputed organization where I can enhance my knowledge and skills by working with complete honesty and dedication. Knowledgeable IT team member with background setting up, maintaining and repairing user stations. Works well independently on diverse support projects and kept impeccable records. Expert troubleshooter and critical thinker with great problem-solving abilities.

Academic Qualification

- Pursuing Bachelor of Art (B.A) from Allahabad state University.
- 12th from UP Board year 2023.
- 10th from UP Board year 2020.

Professional Qualification-

- 1 Year Completed Hardware And Networking Course from Textron technology .

Experience

S.S Technical   October 2023 to April 2024

. I have 1 years work experience

- Current I am working as a IT ASSOCIATE & TECHNICAL SUPPORT ENGINEER
- IN CINEPOLIS.

Role & Responsibilities

- Troubleshooting computer, hardware, and network problems. Configure Outlook mail create
- .PST file, take backup and restore and mail troubleshooting! Create user on windows server
- and reset user password set permissions on folders and file. Remote support to users
- (ANYDESK, TEAMVIEWER, Remote desktop).

- Install and configure network printer and scanner.
- Installing and updating operating system and computer software.
- Perform routine updates of desktop hardware and software.
- Assembling and Disassembling Pc and laptops.
- OS Installation – Windows Client, Windows server
- Backup Data, Recovery and Restore. • Basic MS Office
- Installing and configuring network operating system, hardware devices and drivers.
- Used to rectify the Hardware/Software & LAN issues for end-users.

Technical Skill

- Assembling and Disassembling Pc and laptops.
- Hardware Troubleshooting.
- OS Installation – Windows Client, Windows server,
- OS Troubleshooting
- Email client Configuration- Outlook.
- Outlook Troubleshooting.
- Backup Data, Recovery and Restore.
- Basic MS Office.
- Windows Server configuration – ADDS, DNS, DHCP, WDS and cloud.
- AWS basic.
- MS office 365
- Switch configuration and manage.
- Router Configuration (Static Routing DHCP configuration, etc).
- Network Troubleshooting Configure

PERSONAL INFORMATION

- Date of Birth : 15/09/2004

- Language :   English, Hindi

- Nationality :   Indian

- Father's Name: Mr. Rambhilash shukla

DECLARATION

I Hereby declare that all the information give above is true to my knowledge.

Signature