SANJEEV KUMAR

IT ENGINEER

Contact

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ABOUT ME

IT Engineer with rich knowledge in Information Technology, strong hardware and software troubleshooting capabilities, and a deep understanding of Windows operating systems (XP, 7, 10, 11). Proficient in network troubleshooting including IP configuration and connectivity. Experienced in leveraging AI-powered tools and platforms to automate workflows, develop web applications, and enhance business processes.

WORK EXPERIENCE

GRAIIN MILLING SOLUTIONS • IT ENGINEER

NOIDA • APR 2023- PRESENT

- ❖ **Windows Server Administration:** Resolve various server-related issues.
- ❖ **Printer Support**: Troubleshoot and resolve printer connectivity and configuration issues.
- ❖ **Acronis Backup Management**: Monitor and configure Acronis server backups to ensure data integrity and recovery.
- ❖ **Employee Support**: Provide-assistance to employees with email, Excel, and other software-related issues. Offer troubleshooting support for technical problems across various applications and systems.
- ❖ **Design Software Support**: Resolve issues related to AutoCAD, SolidWorks, and other design software. Provide troubleshooting and configuration assistance for the design team.
- ❖ **Network Support**: Troubleshoot and resolve network-related issues, including connectivity and performance problems.
- ❖ **Hardware & Software Troubleshooting**: Resolve hardware and software-related issues for laptops and desktops, including setup and configuration.
- ❖ **Cloud Server Management**: Manage and resolve issues related to the company's cloud servers and user access (AWS, Azure).
- ❖ **Office Equipment Support**: Address technical issues related to office TVs, Wi-Fi connectivity, and other office equipment.
- ❖ **General Technical Support**: Resolve various technical issues for users, ranging from software problems to system errors.
- ❖ **Biometric and Surveillance Equipment Support**: Troubleshoot and resolve issues related to biometric machines and CCTV/DVR systems.
- ❖ **Lovable Ai:** Developed and deployed a no-code web-based application to streamline cost sheet creation across departments, improving efficiency and accuracy in project cost tracking.

KONEXIONS BACK OFFICE PVT LTD • IT Executive

Noida • Aug 2022- Mar 2024

- ❖ **Windows Server Administration:** Resolve various server-related issues.
- ❖ **Network Support**: Troubleshoot and resolve network-related issues.

- ❖ **General Technical Support**: Resolve various technical issues for users, ranging from software problems to system errors.

- ❖ **Dialer Application Support:** Resolve issues related to dialer tools such as Tata Tele Business Services and Amayo, ensuring efficient call center operations.

- ❖ **Outlook Server Configuration:** Configure Outlook servers for users, ensuring seamless email setup, connectivity, and smooth functionality.

TECHNICAL SKILL

- ❖ **System & Network Administration –** Expertise in IP configuration, troubleshooting, and OS management (Windows, Linux, macOS, iOS, Android).

- ❖ **Windows Server Administration –** Server Installation & Configuration- Experienced in setting up and managing Windows Server environments. Configuration and management of AD DS, ADC, DNS, DHCP.

- ❖ **Hardware & Software-** Troubleshooting laptops, desktops, peripherals, and software deployment.

- ❖ **Printer Support –** Diagnosing and resolving issues for Epson, HP, Canon, and other printers.

- ❖ **Cloud Computing –** Experience with AWS (EC2, S3, VPC, RDS, IAM, Backup) and Azure (VMs, Backup).

- ❖ **Backup & Recovery –**Setup and configure Acronis Backup setup & disaster recovery.

- ❖ **Design Software –** Familiar with AutoCAD & SolidWorks troubleshooting.

- ❖ **System Repair & Maintenance –** Skilled in diagnosing, repairing, and resolving computer hardware and software issues.

- ❖ **IT Support & Troubleshooting-**Expertise in providing helpdesk support and troubleshooting hardware and Remote desktop management tools.

- ❖ **AI prompt & app creation:** designing clear, effective prompts to guide AI. Skilled in refining prompts to improve AI app performance.

CERTIFICATIONS

- ❖ **Microsoft-** Azure Fundamentals
- ❖ **Networking-** Introduction to Computer- Networking
- ❖ **Google Cloud-** Trust & Security with Google Cloud
- ❖ **Cisco-**CCNA Network fundamentals
- ❖ **Cyber Security** Advanced Cyber Security-Threats and governance

EDUCATION

- ❖ **PGDCA** 2026- Pursuing
- ❖ **BA•** 2025
- ❖ **12th** Completed • 2021
- ❖ **10th** Completed • 2018

PERSONAL DETAILS

Date of Birth   04-Aug-2001
Gender   Male
Marital Status   Unmarried
Language Known   Hindi, English, Maithili

DECLARATION

I hereby declare that the details furnished above are true and correct to the best of my knowledge.