Sanjeev kumar

IT ENGINEER

**Contact**  
**Mob:** 8766234962 |**Mail:** sanjeev753304@gmail.com | **Address:** Sec 62, Noida, Uttar Pradesh, 201309 | **ABOUT ME**

I have rich Knowledge in IT field also with good Hardware & Software resolving skills and a deep understanding of Windows operating systems, including Windows XP, 7, 10, and 11. Proficient in network troubleshooting including IP Configuration.

**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.

**KONEXIONS BACK OFFICE PVT LTD •** IT SUPPORT

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.
* **Dialler Application Support:** Resolve issues related to dialler tools such as Tata Tele Business Services and Amayo, ensuring efficient call centre 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 –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.

**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.