Manmohan Singh

Contact: +91-869-640-6777 / Email: techmanu.it@gmail.com / https://github.com/itsmanu4u/MyCV

SUMMARY

A self-motivated and confident individual. Having exposure to a wide range of technologies & able to resolve complex technical issues with simple logical solutions. Hardworking with excellent attendance and punctuality records possessing a good team spirit. Keen to find a challenging position within an ambitious employer where I will be able to continue to increase my work experience & develop my abilities.

IT-SKILLS

- System Administration
- Systems Installation
- Configuration & Upgrading

- Hardware Networking
- Technical Support
- IT Service Management

- Penetration Testing
- Troubleshooting
- Programming/Web-Development

PROJECT DETAILS
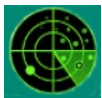
Wi-Fi Jammer — Python program to test Wi-Fi network against anonymous Deauthentication attack which disconnect particular system or all devices connected to that Wi-Fi Network in range. (Under-Progress) (https://github.com/itsmanu4u/Wjam)

DataLocker — Another offline tool, aimed to protect data and critical client information. It records individual activity & create logs in database. It saves their troubleshooting logs & reminder for further references and use.(Developed & Designed using VB v.6)

Knowledge - Base — Offline Web portal for quick & proper resolution of technical issues faced by technical team while troubleshooting, linked to other valuable sources for complex issues & updates. (Designed & Developed using HTML5, CSS, Javascript)
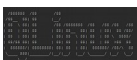
QLinux — For now, this Python script(QLinux.py) is like a "Windows Quick Launch" for newbie on Linux (Basically, Kali Linux). The purpose of writing this script is to overcome the hurdle and ease the use of most advanced and powerful Open-Source/Free Operating Linux as I felt like lost in ocean when started using Linux for the first time. (https://github.com/itsmanu4u/QLinux)

ITforAll — Blogging Platform for various technologies (i.e Java, .Net, PHP, Django, Python, WordPress, Android, Kotlin, etc). Design, Developed and maintained by myself. (https://itsmanu4u.github.io/itforall/) (Designed & Developed using HTML5, CSS, Javascript)

PROFESSIONAL EXPERIENCE

- Company Name: **DataWiz. (May 2016 –Present)**
- Designation: **System Administrator**
- Key Responsibilities:
  - User administration (setup and maintaining account)
  - Password and identity management.
  - Securing sensitive data and prevent breaches from internal/external sources.
  - Installation, updating software & creating backup/recovery policy.
  - Testing computer programs, hardware elements and network devices to keep speeds and performance at optimal levels.
  - Verify that peripherals are working properly & arranging quick repair/replacement for hardware in occasion of hardware failure.
  - Documentation of work done & future requirements to maintain work flow.

- **Achievements:**
  - Created offline DataLocker for users to avoid data loss & breaches.
  - Training and educating new hires about System, Network Troubleshooting & Work flow.
  - Hosted & developed offline Knowledge base for quick & proper resolution.
  - Designed employee assessment tool (ETracker-ET) to track individual productivity.

- Company Name: **Dell International Services Pvt. Ltd. (March 2014 –Apr 2016)**
- Designation: **Client Tech Support Associate**
- Key Responsibilities:
  - Providing Phone and Electronic Based Support
  - First-Aid technical assistance in determining Hardware and Software problems
  - Proposing steps towards their resolution
  - Responsible to help Dell Customer's to solve their technical issues
  - Responsible to ensure quality support to Dell Customer's
  - Resolves customer escalations as appropriate
  - Making appointments for Technicians

- **Achievements:**
  - Won "**Geek Award**" in Training.
  - **Star Performer** in Dell Q3
  - Awarded as "**Customer Champion**"
  - Rewarded with "**Titan Award**".
  - Developed **Dell WISE** program to assess Management & Aptitude skills

- Company Name: **Cyber Futuristics India Pvt. Ltd. (July 2012 – Dec 2013)**
- Designation: **Sr. Tech Support Executive**
- Key Responsibilities:
  - Resolving Technical Issues
  - Software's/OS/Networking/Device Configurations
  - Remote Assistance to the US/UK/Canada Customers
  - Assuring possible resolution at single point of contact
  - Rendering useful support to other members of the team
  - Responsible to meet the Service Level
  - Responsible to follow up with the customers for resolution confirmation

- **Achievements:**
  - Ranked Top amongst fellow colleagues
  - Promoted as Sr. Technical Support Executive in just 6 Months
  - Hosted Knowledge base for Company to provide quick & proper resolution.

CERTIFICATIONS

- **CEH** (Certified Ethical Hacker) **-CCAS**
- **ITIL v3** Foundation **-AXELOS**
- **MIS/IT** (Management Information System & Information Technology) –**NIIT**
- **HNT** (Hardware & Networking) –**AIT Pvt. Ltd Hyderabad.**

SOFTWARE EXPOSURE

- **Operating Systems**   **:** MS-DOS, Windows Family, Linux, MAC
- **Languages/Scripting**   **:** Visual Basic v.6, Python v.3 HTML5
- **Web Technologies**   **:** Django, Java Script, PHP, CSS, WordPress
- **Databases**   **:**MS-Access, SQL
- **Microsoft Office**

ACADEMIC QUALIFICATION

- Bachelor of Commerce   **Shobhit University**
- Higher Secondary   **KV No 3 Gwalior Cantt**

PERSONAL DETAILS

Fathers Name: Mr. Girwar Singh

Mailing Address: Plot N0.23, Sanganer, Beside Hotel Airport View, Jaipur-302011