

Sangram Kishor Moharana

Professional IT Engineer



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Objective

To acquire a position within the field of Information Technology with a company that will allow me to demonstrate my skills, knowledge, and desire to grow as an individual. I am looking to acquire a position with a company that provides the opportunity for further growth and development within the company.

Experience

Desktop Support Engineer

Insight Business Machine Pvt. Ltd.

D-18 lotus corporate Park, Western Express Hwy, Goregaon, Mumbai, Maharashtra - 400063.

Client: - Paradip International Cargo Terminal Pvt. Ltd.

Multipurpose Berth, Opposite of South Oil Jetty,
Near Gate No 5, Paradip Port, Paradip 754142, Odisha, India.

Sept. 2019 - Present

Responsibilities:

- ✓ Managing IT equipment and devices 24x7 to ensure 100% uptime.
- ✓ Periodic maintenance of IT equipment and new Equipment Installation for Business continuity.
- ✓ Provided complete IT technical support services and assisted management teams to ensure efficient business processes.
- ✓ Installed, serviced, and upgraded over 100 Windows computers.
- ✓ Created support service tickets and used web-based ticketing systems to track and deliver support services.
- ✓ Monitoring network maintenance activities and ensuring prompt troubleshooting of network problems,
- ✓ Addressing queries regarding the information system / software & extending onsite support to the clients including maintenance of hardware / software
- ✓ Responds to telephone calls, email, and personnel requests for technical support.
- ✓ VC management like VC configuration, VC call handling etc.
- ✓ Email outlook configuration and troubleshooting
- ✓ Monitoring network maintenance activities and ensuring prompt troubleshooting of network problems, to achieve maximum network uptime.
- ✓ Keeping a record of configuration changes and scheduling application updates.
- ✓ Documenting processes and monitoring application performance metrics
- ✓ Providing front-end support to clients and colleagues in other departments.
- ✓ Ensuring effective front-end functionality of applications.
- ✓ Consulting with the software development team, internal users, and clients to improve application performance.
- ✓ Remote support through Any Desk, Team Viewer, Ammyy Admin, & VNC Viewer tool.

IT Support Technician

Laxmi Computers Pvt. Ltd.

Aug. 2017 - Apr. 2019

Responsibilities:

- ✓ Drove service delivery and improved Enterprise IT services and products to 500+ end users in a fast-paced IT firm with 20+ corporate customers.
- ✓ Performed daily on-site visits to provide IT technical solutions to customers.
- ✓ Provided IT support services, troubleshooting and system operation.
- ✓ Quickly solved 8+ customer issues daily with 95% success.

Education

Bachelor of Science 3-year Degree Examination passed in 2016 with 1st division (Hons. - 62.13%, Aggregate - 58.4%) from Paradip Collage under Utkal University, ODISHA.

Higher Secondary Examination passed in 2013 with 2nd division (overall 53%) from Council of Higher Secondary Education ODISHA.

High School Leaving Certificate (Class 10TH) Passed in 2009 in 1st Division (Over all 63 %) from Board of secondary Education ODISHA.

Technical Profile

ADCHNM – Advanced Diploma in Computer Hardware & Network Management

Central Tool room & Training Centre, Bhubaneswar, ODISHA.

08/2016-02/2017

PGDCA – Post Graduate Diploma in Computer Application

Certifications (newest to oldest)

- GitHub Tutorials for Beginners
- React JS Tutorials
- UI/UX
- Python Fundamentals for Beginners
- freeCodeCamp.org ‘Front End Development Libraries’
- freeCodeCamp.org ‘JavaScript Algorithms and Data Structures’
- freeCodeCamp.org ‘Responsive Web Design’
- Linux System Administration (Continue.)
- Core PHP with Frontend Web Development

Language, Library & DB Skills

HTML5, CSS3, JavaScript, jQuery, React JS, Node JS, express JS, Bootstrap, tailwind CSS, Core PHP, Python Fundamentals, MySQL, mongo dB

Skills

Microsoft Word, Excel, PowerPoint, Linux, Cent OS, Red Hat Linux, Kali Linux, Virtual Machine, Photoshop, CorelDraw, PHP, JavaScript, HTML, CSS, Customer Service, Leadership, Problem Solving.

Personal Details:

Father's Name	: Nagendra Nath Moharana
Mother's Name	: Urmila Moharana
Present Address	: At: Madhuban, Po/P.S: Paradip, Dist.: Jagatsinghpur – 754142
Permanent Address	: At/Po:Jaipur, P.S: Tirtol, Dist.: Jagatsinghpur – 754133
Date Of Birth	: 5 th May 1994
Sex	: Male
Marital Status	: Unmarried
Nationality	: Indian
Religion	: Hindu
Cast	: General
Language Known	: Oriya, English, Hindi

Declaration

I hereby declare that in my own sense, all the information's quoted above are true. All the information's are written by me. If I will select for the post then I will give my best.

Date:

Place:

(Signature)