

RESUME



KALPESH RAUL

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Mumbai-400064.

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Objective: To obtain a position in a reputed organization where experience and Knowledge in the I.T. Section with strong analytical skills would be of Value and provide genuine scope for career development.

Work Experience:

Company: Client Location Star India Private Limited (Core Employee Wipro InfoTech).

Designation: Technical Support Engineer (L3)

Duration: 1st May 2014 To Till Date

- ◆ **Job Responsibilities: VIP Support (CEO,CFO& Senior Level Management)**
- ◆ Configuring MS Outlook, Outlook express and Windows live mail.
- ◆ Mac Os Related Issue
- ◆ Handling Blackberry Device Android, IOS
- ◆ Handling Team Member
- ◆ Do the Daily checklist
- ◆ McAfee server update Antivirus

Company: Client Location Aditya Birla Group (Wipro InfoTech).
Designation: Technical Support Engineer (L3)
Duration: 1st Aug 2013 To 1st April 2014

- ◆ **Job Responsibilities: VIP Support (CEO,CFO& Senior Level Management)**
- ◆ Configuring MS Outlook, Outlook express and Windows live mail.
- ◆ Mac Os Related Issue
- ◆ Handling Blackberry Device Android, IOS
- ◆ Handling Team Member

Company: Client Location Aditya Birla Group (Wipro InfoTech).
Designation: Technical Support Engineer (L3)
Duration: 1st Aug 2013 To 1st April 2014

- ◆ **Job Responsibilities: VIP Support (CEO,CFO& Senior Level Management)**
- ◆ Configuring MS Outlook, Outlook express and Windows live mail.
- ◆ Mac Os Related Issue
- ◆ Handling Blackberry Device Android, IOS
- ◆ Handling Team Members.

Company: Client Location Bombay Dyeing (Core Employee Wipro InfoTech).

Designation: Technical Support Engineer (L3)

Duration: 16th July 2011 To 17th July 2013

- ◆ **Job Responsibilities: VIP Support (Ness WaDia, Jai Wadia)**
- ◆ Configuring Ms Outlook, Outlook express and Windows live mail.
- ◆ Handling Blackberry Device & Blackberry Server, Android, IOS.
- ◆ Mac Os Related Issue
- ◆ Handling Team Members.

Company: Client Location Medusind Solutions (Core Employee Wipro InfoTech)

Designation: Technical Support Engineer

Duration: 4th Nov 2009 To 20th June 2011

Job Responsibilities:

- ◆ User ID creation and folder rights in FTP server.
- ◆ Configuring Ms Outlook, Outlook express and Windows live mail.
- ◆ Lan ID and Mail ID creation on the server.
- ◆ Co-ordination with GSMC and ISP (Airtel and TATA) regarding Internet and MPLS link related issue.
- ◆ Giving folder rights on file server to the users.

- ◆ Troubleshooting of the Internet Link related Issue.
- ◆ Solving the Issue of software installation.
- ◆ Troubleshooting of IP-Phone related any issue.
- ◆ Configuration of Ms Exchange in outlook and making the policy in exchange portal (Office365) as per the user requirement.
- ◆ Handling Tape library for data backup in the organization..
- ◆ Having the knowledge of Websense proxy server.
- ◆ Configuring wireless on Laptop.
- ◆ Making Network checklist on daily bases.
- ◆ Performing daily activity and providing status via mail.

I have worked with Spencer's Retail Limited on Spencer and Wipro payroll.

Company: Spencer's Retail Limited.

Designation: I.T. Executive

Duration: 7th Aug 07 to 1st June 08.

Job Responsibilities:

- ❖ Operating Merchandise Management system in Oracle 6i version.
- ❖ Regular IT jobs like day begin and day end
- ❖ Installing software in IBM POS machine

- ❖ Daily Report generating in oracle forum.
- ❖ Daily Updating of price changes in SKUs, Linking of new SKU codes.
- ❖ Ensuring that reports are reaching the concerned users on time
- ❖ Ensures that fetch files are reaching the stores on time and day end files to Regional Office

Company: **Spencer's Retail Limited (Wipro InfoTech)..**

Designation: **I.T. Executive**

Duration: **2nd June 08 to July 09.**

Job Responsibilities:

- ❖ Operating Merchandise Management system in Oracle 6i version.
- ❖ Regular IT jobs like day begin and day end
- ❖ Installing software in IBM POS machine
- ❖ Daily Report generating in oracle forum.
- ❖ Daily Updating of price changes in SKUs, Linking of new SKU codes.
- ❖ Ensuring that reports are reaching the concerned users on time
- ❖ Ensures that fetch files are reaching the stores on time and day end files to Regional Office

1) Previous Company

Company: Times Motoring.
Designation: Data Entry / Computer Operator,
Duration: March 2005 to Aug. 2006.

Job Responsibilities:

- ❖ Attending Phone calls.
- ❖ Redding and replying E-mail.
- ❖ Feeding Customer data in MS Excel (Add and contact No.).

Personal Information

Name: Kalpesh K Raul

Father's Name: Krishna Raul

Address:
Marsal Corea Chawl, Room No.6
Chincholi Villegge, Chincholi Bundar Rd,
Off Link Road, Malad (W), Mumbai-400064.

Birth Date: 28th March 1986

Marital Status: Single

Nationality: Indian

Educational qualification:

Name of Exam.	Year of Passing	Name of Board / University	Remark
H.S.C	Mar-07	Mumbai Board	appeared
S.S.C.	Mar-05	Mumbai Board	Pass

Computer Known:

- ❖ Ms-Office / Excel/ MS Word
- ❖ Windows 98 / 2000 Professional / Windows XP / Windows Vista/Windows7 Windows 10
- ❖ Mac OS Snow Leopard/Lion/Lion,Moutaint /Maverciks,Yosemite/El Capitan, Sierra/High Sierra/Mojave
- ❖ Basic Computer Hardware and Networking
- ❖ Basic SQL /ORACLE SAP/Windows Server/Blackberry

Languages known: **English, Hindi, Marathi.**

Interests and activities: **Playing cricket and Listening music.**

Place: Mumbai

Date:

You're faithfully

(KALPESH.RAUL)