



## ***CURRICULUM VITAE***

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**Gopal P Yadav**

### **Career Objective**

To associate myself with an esteemed organization wherein I can utilize my technical and interpersonal skills in contributing effectively towards the growth of the organization that offers me professional growth while being resourceful, innovative, and flexible.

### **Achievements**



NCC 'B' Certificate from 1(A) Btn.



Certification training for HPCTM (HP Certified Technical Mentor).



ITIL Foundation V3 Certified.

### **Professional Experience**

#### **WORK EXPERIENCE**

##### **Rimini Street**

Engineered for Support

Senior Support Specialist – L3.

- Providing remote support (via GTM and Skype for Business, Now with Teams) for all Dell Laptops.
- Supports Windows 7 10 and Mac.
- O365 Exchange Admin, Providing License for Contract Hires and enabling the Skype for Business Online Option and adding them to the required group DL– based on the request.
- AD – Creating New Contractor Profile Adding them to their support groups
- Terminating an Employee / Contractors – and moving their AD profile to the right Group and removing their Complete Access and working deleting the other Access.
- Creating a new user profile for Mitel Telephones and adding them to the right spring board.
- Collect equipment and mobile phone from user, and uninstall the nonstandard applications and data wipe...

- Update status change, Asset details, User and location Assignment information in Asset management system
- Spyware, Virus, and Malware Removal (Windows Defender and Malwarebytes)
- Monitoring Backups (MozyPro and Druva)
- Intune Portal Management (iPhone – in Compliance check)
- OKTA – Chiclet access to users...
- Training and Retraining the Team on updates and other technical related...
- Preparing the monthly Roster and managing the Attendance per shift...



#### Senior Specialist for Remote Desktop

- Providing remote support (via Bomgar) for all workstations and laptops.
- Support Windows 7 operating system and configurations.
- Providing support for workstation applications including Microsoft Office13, Adobe, MS Outlook and Internet browsers IE11, Google Chrome.
- Providing support for connectivity to the network(s).
- Providing support for network and application authentication and access.
- Providing peripheral support including printers, external hard drives, and network connected devices.
- Open and update tickets in Easy Vista for all work performed.
- Communicate with end users describing work being performed and status information.
- Be aware of relevant service level targets and optimize work schedule in order to meet those targets.
- Escalating the issues as necessary in order to meet service level agreements.
- Provide onsite and remote support for users in Headquarters and all branch offices.
- Participate in a rotating on-call duty for after-hours support.
- Respond to queries and service requests using a helpdesk ticketing system according to predefined priorities and policies.
- Troubleshoot, install and configure desktop, laptop and peripherals such as monitors, printers, disk drives and scanners.
- Install new software, upgrades, patches and resolves software related problems.
- Manage Windows Active Directory network accounts.

- Educate and train users on company provided software and network services.
- Create and maintain IT documentation
- Track and manage hardware and software inventory to ensure compliance and maximize productivity of employees across the company.
- Setup, maintain, implement, and troubleshoot technology problems related to laptops and desktops that affect end-user productivity
- Windows Desktop OS through Windows 7, Sophos Anti-virus, Windows Active Directory (A/D), Group Policies, Remote Support, Computer repair, Office Machines and Printers.
- Assisting users with their software application requirements and access to IT resources via our Helpdesk ticketing system.
- Setting up new users' systems and environments
- Configuring new applications for emerging business needs
- Mobile device setup, installation and /or post installation support
- Provide network, phone, system, and desktop support
- Participate in and drive projects related to Corporate desktop computing such as email, anti-virus software, archiving, backups
- Hardware Image Management and Microsoft Business Desktop Deployment (BDD), through KVM – Switch, Dart Tools.
- Experience in all Microsoft Office programs (including Office 2013 & 365)
- Knowledge of Active Directory concepts and administration



**BEAM TELECOM, Hyderabad, INDIA.**

**Branch Operations Incharge (Team Leader).**

**Company Profile:**

Beam Fiber introduced fiber to the home for the first time in Hyderabad providing high speed internet connectivity at economy packages by implementing optical fiber technologies with the use of intelligent routing, dual path redundancy, and Symmetric Duplex communication system and dedicated leased line to provide solutions for enterprises and large scale organizations

**Tasks:**

Responsible for Deployment & Maintenance of Network system for residential & corporate internet users.

### ***Responsibilities***

- Participate in Business Plan, Network roll-out planning along with different verticals to create optimized network and Support Branch team in design, implement and manage the access network
- Ensure 100% redundancy links to Branch and Area network.
- Ensure that all the network elements are mapped and monitored in NMS.
- Ensure that all the configuration profiles are updated in the NCM to configure the network infrastructure.
- Conduct network audit & clean up BAP's, BONU's and BONT's every month. Highlight deviations, non-compliances and suggestions for improvements.
- Compiling daily summary report and forward the same to BM, H.O. IDC team.
- Ensure to follow deployment templates and change management process during deployment of switches in Branch network. Ensure proper documentation of all such process.
- Participate in all Operational Team meetings at the Branch. Publish highlights relevant to Network operations to management & IDC (Internet Data Center) team at Head Office.
- Contribute to achieve Branch business plan for growth and reduction in complaints and churn
- Manage / record IP addressing / VLAN numbering and Route / Link information in a chronological order pertaining to the Branch network.
- Monitoring & Troubleshooting network systems, Hardware & Fiber related problems.



**Wipro Technologies, Chennai INDIA.**

### **Company Profile:**

Wipro Limited, through its subsidiaries, provides IT services worldwide. It offers software solutions, IT consulting, business process outsourcing services, and research and development services in the areas of hardware and software design.

**Client:**  **Thomsonfly** In IT Service Desk as a **Project Engineer**.

- Providing complete IT-Support
- Working on the Application Citrix
- Create and maintain detailed documentation include processes and procedures
- Password Resetting, for the systems and Applications
- Providing Complete Support to the Tour operators, Pilots, cabin crews, on ground officers, ticketing desk, Resorts, and Sales Offices.
- Remotely logging and monitoring the customer's system.
- Creating and terminating the users form the Active Directory.
- Adding, modifying and deleting their groups and access in the exchange server.



**WIPRO BPO, Gachibowli, Hyderabad, INDIA.**

***SME (HP-Notebook)***

**Tasks:**

Responsible for handling issues related to wireless, Bluetooth, basic functioning of the notebooks (models) and its accessories.

**ROLE AND RESPONSIBILITIES:**

- Providing technical support to the team members who are taking calls for HP Pavilion and Presario Laptops & Desktops (Consumer section).
- Apart from handling multiple teams across the floor, Specially assigned to an ELITE Team of 30 members of Senior Technical support Agents
- Providing the technical resolution to the team members.
- Floor walking, Query Resolution & Troubleshooting assistance
- Windows OS (XP, VISTA) Troubleshooting and Notebook Hardware Troubleshooting.
- Troubleshooting hardware, software and network issues related to the HP Pavilion Laptops & Desktops.
- Maintaining AHT.
- Achieving CSAT and FCR/TPR targets.
- Taking Escalated Calls (Escalation Management) Checking and completing the escalation pending tickets
- Call Auditing & providing Feedback.

**Worked with Scorpio Systems as a Loan Processing Officer**

- Need to generate the Leads
- Need to interact with the Customer, Explain the equity and the interest rates
- Know the requirement of the customer,
- Quote the best interest rate
- Update the customer with the status of the Process
- Close the Lead

**Educational Qualification**

Bachelor of computer application from All India Institute of Business Management.

### **Personal strengths**

My experience has enabled me to gain the following: -

- Excellent communication and inter-personal skills
- Involvement in every work with my best, which proves to be successful
- Can work under pressure reaching the targets
- Proactive and hard working

### **Personal Details**

Name	:	Gopal P Yadav
Father's name	:	Narsimulu
Nationality	:	Indian.
Date of birth	:	15th May 1982
Languages Known	:	English, Hindi, and Telugu
Contact #	:	+919100339049 / 8886049049

I hereby declare that the information furnished above is true to the best of my knowledge and belief.

Place: Hyderabad

Date:

(Gopal P Yadav)  
*Gopal P Yadav*