

# SAURABH SRIVASTAV

9555146428  
SECTER 49 NOIDA

Saurabhrock23@gmail.com

Summary	<ul style="list-style-type: none"><li>A detail-oriented professional with a passion for service in the information technology industry. Skilled in a wide range of desktop applications, their uses, and how to maintain and repair them. Expert interpersonal communicator who is not satisfied until the customer is satisfied.</li></ul>
Skills & Abilities	<ul style="list-style-type: none"><li>Team Player</li><li>Quick Learner</li><li>Client Focused</li></ul>
Experience	<p><b>1. June'17 – 23<sup>rd</sup> June 2018</b> Desktop support Engineer (VVIP SUPPORT), Progressive Infotech Pvt. Ltd, Noida Client: Fedex,</p> <ul style="list-style-type: none"><li>Assisting Management People and VIP users with respective to IT issues and devices used by them.</li><li>Providing Support in Video Conferencing system.</li><li>Incident and SLA Management.</li><li>Remote support to different PAN India Locations.</li><li>Co-ordination with Wintel and Network Teams for server and network related issues.</li><li>Configuring, Managing and troubleshooting outlook client related issues.</li><li>Taking care of Hardware and Software related issues.</li><li>Handling escalated calls.</li><li>Password reset using AD, outlook issues.</li><li>Communicating customers about issue resolution progress.</li><li>Power pad configuration.</li></ul> <p><b>2. 25 June 2018 to Till Now.</b> Progressive infotech pvt ltd. Client: CNH,Nec technology India pvt ltd.</p> <ul style="list-style-type: none"><li>Assisting VIP users</li><li>Handling escalated issues</li><li>Incident and SLA Management</li><li>User Access management.</li></ul>

	<ul style="list-style-type: none"> <li>▪ Vendor Management.</li> <li>▪ McAfee Antivirus management on EPO Server.</li> <li>▪ Data security using McAfee Encryption and decryption.</li> <li>▪ Troubleshoot and resolve outlook mail client issues.</li> <li>▪ Co-ordination with Application, Network and server teams for resolving issues.</li> <li>▪ Providing remote location support using various Remote Access tools like Any Desk, Tight VNC, Team Viewer etc.</li> <li>▪ Asset management manually.</li> <li>▪ Print server management and access enable for different users for different different printers.</li> <li>▪ Samsung tab configuration for mail access.</li> <li>▪ Boxer and intelligent hub installation and configuration for mail access.</li> <li>▪ Ip binding with mac address .</li> <li>▪ DHCP server management for ip reservation and allow mac address for laptop to connect internal network.</li> <li>▪ Installation and configuration of virtual box for Vm creation.</li> <li>▪ Installation and configuration of server 2008 R2 and 2012 R2.</li> <li>▪ Configuration and installation of macbook.</li> </ul>
<b>Education</b>	<ul style="list-style-type: none"> <li>▪ <b>BTECH – UPTU – EEE</b> 2015, 71.56%</li> <li>▪ <b>HIGH SCHOOL– UP BOARD</b> 2007, 67.66%</li> <li>▪ <b>INTERMEDIATE-UP BOARD</b> 2010, 65.40%</li> </ul>
<b>Additional skills</b>	<ul style="list-style-type: none"> <li>▪ Additional knowledge of citrix xenapp and xendesktop 7x.</li> <li>▪ Citrix profile management.</li> <li>▪ Store front configuration.</li> <li>▪ License server configuration.</li> <li>▪ Monitoring and optimization using citrix edge sight.</li> <li>▪ Deploying and configuration of citrix director.</li> <li>▪ Session recording on citrix director</li> <li>▪ Configuration logging on citrix director</li> <li>▪ Application publishing in citrix studio.</li> <li>▪ Managing xenserver with HA at multiple site.</li> <li>▪ Creation of various delivery group.</li> <li>▪ Add or remove machines in different different delivery groups</li> <li>▪ Creation of machine catalog</li> <li>▪ Configuration of load management policy.</li> </ul>

<b>Activities</b>	<ul style="list-style-type: none"> <li>▪ Got an opportunity to attend TECHNEX 2015 in IIT BHU.</li> <li>▪ Supporting Russian and Italian VVIP users.</li> </ul>
<b>Achievements</b>	<ul style="list-style-type: none"> <li>▪ <b>FEDEX</b> – 3 appreciation letters received from client.</li> <li>▪ <b>CNH</b> - Received appreciation from client for Samsung tablet support.</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>• ITIL Foundation</li> </ul>
<b>Personal Details</b>	<p><b>Name:</b> Saurabh Srivastav  <b>DOB :</b> 15-03-1993  <b>Father's Name:</b> Brij Bhushan Lal Srivastav  <b>Nationality :</b> Indian  <b>Marital Status :</b> single</p>

Date:

Place: Noida

Saurabh Srivastav