

# **SUBHASH KUMAR ASH**

Wipro Resident Engineer at Hindalco Mahan under Acute Informatics Pvt. Ltd.

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## **Summary**

"To seek an assignment in growing organization that would provide an opportunity to work in different circumstances that enhance the productivity and profitability of the organization and at the same time sharpen my skills and enhance my knowledge."

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## **Overview**

- SAP installation and configuration.
- Maintained computer hardware and software inventory, purchased software
- Licensing and tracked licensing compliance throughout the organization.
- Expert in Printer like Wipro, Epson, TVS, HP low-end and high-end printers
- Provided end user application software and operating system software support
- Handling Hardware and server related issues.
- IBM Notes 9 Installation, configuration & end user support
- Back track software Server and Client system install and configuration
- Troubleshooting End user issues.

## **Technical Qualification**

- ANIIT, Computer Software Engineering, from NIIT Ranchi 2013 - 2016 with Grade "A"
- Diploma in Hardware & Networking from JJS Ranchi (GCSY) with Grade "A"
- C++ & C# from NIIT Ranchi
- Laptop Certification from Wipro Infotech.

## **Educational Qualification**

- B.A. (Hons – Hindi), 2010 – 2013, 57.5%  
Ranchi University Ranchi, Jharkhand  
Activities and Societies: Aircraft Flying, Shooting, Camp's, NCC Training
- 10+2 (Vocational Education - Poultry Farming), 2008 – 2010, 64%  
Jharkhand Academic Council, Ranchi
- 10<sup>th</sup> (Matric) – 2008 - 57.8%  
S.S+2 High School Silli, Ranchi

## Technical Skills

- Operating Systems : Windows XP, Vista, Win7, WIN 8.1, WIN 10
- Desktop : Compaq, Dell, Wipro, HCL, PCS, HP, IBM & others Brands.
- Workstations : Dell/HP Workstations
- Printers : All types of Mono LaserJet and Dot-matrix Printers & Scanners.
- Laptops : Dell, Compaq, Sony, HP, Wipro, Lenovo, Apple, Toshiba etc.

## Work Experience 1. Hindalco Industries Limited

**Position – Desktop & Laptop Support Engineer**

**Company - Acute Informatics Pvt. Limited**

**Reporting Company – Wipro Limited**

**Location – Hindalco Mahan, M.P. (Aditya Birla Group)**

**Duration - October 2015 to till date**

**Responsibility -** Help Desk Management, responsible for first & Second level day to day user calls. PC, software, printer installation, problem/incident troubleshooting for laptop/desktop & printers. User data backup & restoration, customer management, vendor management, call management

## 2. SAIL – Bokaro, Jharkhand

**Position – Backup Support Engineer**

**Reporting Company – Wipro Infotech**

**Location – SAIL (Steel Authority of India Limited)**

**Duration – December 2014 to August 2015**

**Responsibility –**SAP installation, configuration and L1 troubleshooting, responsible for first & second level day to day user calls. PC, software, printer installation, problem/incident troubleshooting for laptop/desktop & printers. Biometrics system installation, configuration and report generation.

## 3. NIC - Ranchi, Jharkhand

**Position – Backup Support Engineer**

**Reporting Company – Wipro Infotech**

**Location –NIC (National Informatics Centre)**

**Duration – May 2014 to November 2014**

**Responsibility –**Network monitoring, daily attendance report, checklist preparation, and online report support to FE's.

## 4. Hindalco Industries Limited

**Position - Backup Support Engineer**

**Reporting Company – Wipro Infotech**

**Location – Hindalco Muri, Jharkhand. (Aditya Birla Group)**

**Duration - May 2013 - April 2014 (Requirement basis)**

**Responsibility -** Day to day user calls. PC, software, printer installation, problem/incident troubleshooting for laptop/desktop & printers

## Skills & Expertise

Help Desk Support, Remote User Support, Desktop /Laptop/Printer Support, Hardware/Software/Network Diagnostics and Troubleshooting L1 and desk user. Networking, Vendor Management, MS Office.

## Languages

Hindi, English, Bengoli

## Extra-Curricular Activities

Participated in various quiz, debate, role play, Poem writing, photography, extempore competitions.

## Personal Profile

<b>Name</b>	:	<b>Subhash Kumar Ash</b>
<b>Father's Name</b>	:	<b>Ram Kumar Ash</b>
<b>Date of Birth</b>	:	<b>15.08.1992</b>
<b>Contact No</b>	:	<b>09009875205 / 9308491201</b>
<b>Mail Id</b>	:	<b><a href="mailto:subhashashgold@gmail.com">subhashashgold@gmail.com</a></b>
<b>Permanent Address :</b>		<b>At+Post-Silli, Dist - Ranchi, Jharkhand, Pin- 835102</b>
<b>Current Address :</b>		<b>Hindalco Industries Ltd. Unit - Mahan Aluminum, NH-75E, Dist. - Singrauli, Bargawan, Madhya Pradesh, pin – 486886</b>

## Declaration

I assure that everything mentioned above are absolutely true. If I found an opportunity to serve in your esteemed organization, I will fulfil all the duties entrusted to me under the entire satisfaction of my superiors. Thank you for your consideration.

**Date**

**Subhash Kumar Ash**