

RESUME



Gautam kumar

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Permanent Address:

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-pin no--834014**



Career Objective

Challenging responsibilities in a professional environment to utilize my analytical, problem solving skills, experience and technical knowledge for the mutual growth of the company and me.

Professional Synopsis:

- About 4 Years of experience in the areas of Broadband, System & Networking, Security Management(CCTV and Access control), Technical Support and Troubleshooting. Believe in doing work with best of my effort to produce positive results in a timely fashion with due loyalty, commitment and with teamwork approach.

Professional Experience:

5th may 2014 to till date: Anicomp computer pvt ltd

Technical Head.

Integrated security systems solution using

- **CCTV in Multi Brand (IP, HD and Analog).**
- **Project Study**
- **Project Supervision**
- **Site Survey**
- **Technical Support**
- **Installation, Programming, Testing & Commissioning.**

13th March 2012 to 14th march 2014 : Working with Nexus computer pvt ltd .As a System Administrator and Handling 30 Branch /5 desktop eng.

11th July 2011 to 10th March 2012: Working with Redington india limited.As a Desktop Eng. L1.

Feb 2010 to Aug 2010: Worked With CADD InfoTech. As a Field Support Engineer in Mumbai.

FUNCTIONAL:

Windows Administration:

- Overseeing installation of OS (Windows 2000 / XP), application software under multi-platform.
- Environments, and distributed file systems, network and monitoring the same.
- Installing and configuring network printer and other hardware devices like PCs and Print servers.
- Ensuring smooth running of computer systems, complete networking (LAN/WAN) as well as other peripherals to achieve uninterrupted work conditions.
- Configuring TCP/IP services for complete LAN (DHCP/DNS/WINS. etc).
- Infrastructure Management
- Maintaining updated documentation for current hardware configurations, and also for proposed
- Future installations, testing & modifications to the current environment.

- ☐ Developing and negotiating with vendors for timely supply of inventory, computer peripherals and hardware devices as per SLA to facilitate smooth project activities.
- ☐ Technical Support / Troubleshooting
- ☐ Troubleshooting problems pertaining to System Performance, Network Administration, and Application Conflicts & System Bugs.
- ☐ Providing web-based (Email and chat) and telephonic support to all clients for resolving their problems.
- ☐ Conducting electrical safety checks on computer equipment.
- ☐ Handling and provides Remote support.
- ☐ Addressing queries regarding the Information System / Software & extending onsite support to including maintenance of hardware support.
- ☐ CCTV camera installation and Troubleshooting (normal,Hd camera, ip Camera)

NETWORKING (CCNA):

Configuration and installation (Router and switch- cisco):-

1. RIP (v1 and v2).
2. OSPF.
3. IGRP.
4. EIGRP.

Company : Nexus computer pvt ltd
 Current Project Site : PNB (From 13th March 2012 to 13th March 2014.)
 Designation : System Administrator

Responsibilities : (Desktop eng)

- ☐ Working ehelpline tool for call logging, updating and closing.
- ☐ Managing user account through AD Pack.
- ☐ Handling a VPN location, through VPN domain migration.
- ☐ Installation of Microsoft Outlook (2003, 2007 and 2010) and configuration & trouble shooting of the same.
- ☐ Installation and activation of MS-Office (2003, 2007 and 2010), & trouble shooting on same.
- ☐ Installation of Sophos and managing users through Sophos server.
- ☐ Hardening a Laptop as well as Desktop as per policy.
- ☐ Installing a network printer as well as configured the same.
- ☐ Installing and updating FEP (Microsoft Forefront Endpoint Protection) antivirus.
- ☐ If any hardware issue then log a call with vendor team.
- ☐ BlackBerry installation, configuration, backup and restore.

Company : Redington india limited
 Current Project Site : NSE (From 11th July 2011 to 10th March 2012.)
 Designation : Desktop Engineer L1

Responsibilities : (DESKTOP SUPPORT L1)

- ☐ Support end user in problems with using desktop application.
- ☐ Unlocked the user account through the AD Pack.
- ☐ Handling a Symantec antivirus & trouble shooting of the same.
- ☐ Handling a VPN location, through VPN domain migration.

Mailing Application:

- ☐ Installing a Lotus notes 7 as well as lotus 8.5.2, configuration & trouble shooting of the same.

Security Application:

- ☐ Installing a Safe boot, LANDesk, open office, as well as DRM (File Secure Desktop Client) & trouble shooting of the same.
- ☐ Taking a backup of laptop through a Safe boot using a wintech & safetech.
- ☐ Hardening a Laptop as well as Desktop as per policy
- ☐ Blocking a USB of all system through LANDesk
- ☐ Installing a network printer as well as configured the same.
- ☐ Updating a Macfee antivirus as well as windows XP patches.
- ☐ BlackBerry installation, configuration, backup and restore.

Company : CADD INFOTECH
 Current Project Site : Allover Mumbai (From Feb 2010 to till Jan Oct 2011)
 Designation : Field Support Engineer in Mumbai

Responsibilities : (Customer Support Engineer)

- ☐ Support end user in problems with using Desktop and Laptop applications.
- ☐ Repairing operating system.
- ☐ Domain configuration of the system.
- ☐ Performed installation, configuration and troubleshooting printers.
- ☐ Installation of hardware devices.
- ☐ Installation of software such as adobe reader, MS-Office, winzip, Nero, java,.net etc.
- ☐ Operating systems: - windows XP, 2003, Linux, windows vista & windows 7.
- ☐ Troubleshooting in desktop.
- ☐ Installation of network printer.
- ☐ Handling a MacAfee, AVG, Net Protector, etc antivirus trouble shooting of the same.

Educational Qualification:

- ☐ B.A. (English lectracture and Ancient History) from EILLM University 2011.
- ☐ B.E. (electronics and telecommunation)
- ☐ H.S.C. from J.J collage (Jharkhand) Intermediate Education Examination Board in 2003.
- ☐ Matriculation from Jharkhand Secondary School Examination Board in 2000.

Profession Qualification & Certification:

- ☐ Completed Hardware & Networking (A⁺ & N⁺).
- ☐ Complete CCNA.
- ☐ Completed MCSE.

Additional Qualification:

- ☐ Ms-office.

Personal Information

Name : Gautam kumar Gupta
 Birth Date : October 12th 1985.
 Marital Status : Single.
 Contact : 8235228894
 Address : Parveen Modi Bhardawan Compound, Kali Mandir Road, Lalpur (Ranchi) .
 Language : English & Hindi
 Nationality : Indian
 Passport no :- J7154392
 Social Skills

- Interaction and coordination with groups and individuals at school and college level. I believe in working as at team. Also complete harmonious relationship with people of all age

Qualities

- Ambitious, Confident, Co-operative, Hard working, Sincere.

Declaration

I hereby declare that the above written particulars are true to the best of my knowledge and belief. Additional and appropriate references can be furnished upon request.

Date :

Place : (gautam kumar)