

GAURAV KUMAR AGRAWAL

CAREER OBJECTIVE To work in a Professional and Friendly Organization where my Experiences, Qualifications and Certifications will play a role in contributing to the growth of the organization.

CAREER SUMMARY

- Total Work Experience:– 5.5 Years ; Organizations:– iGATE, HCL
- Professional Qualifications:– MCA, BCA
- Global Certifications:– ITIL, MCP (Microsoft Certified Professional)

PROFESSIONAL QUALIFICATIONS

- MCA (Master of Computer Applications)
- BCA (Bachelor of Computer Applications)

GLOBAL CERTIFICATIONS

- ITIL v3 (Foundation) – EXIN
- ISO20000 (Foundation) – EXIN
- MCP (Microsoft Certified Professional) – Microsoft
- SCJP (Sun Certified Java Programmer) – Sun Microsystems

PROFESSIONAL EXPERIENCES

Previous Organization

- **IT Associate** – iGATE, (Noida)

Previous Organization

- **Senior IT Analyst** – HCL, (Gurgaon)

Previous Organization

- **Tr. FMS Engineer** – CMS Computers Ltd., (Mumbai)

Roles & Responsibilities

- **Desktop Support**
 - Troubleshooting Desktop, Laptops, Printer, Photocopier, Projector, Network, Plotter Issues.
 - Installing Windows Operating System, Application Software, Antivirus, Scanners, Printers.
 - Taking Backups, Formatting Desktop / Laptop, Assigning it to New User etc.
 - Registering Compliant with Vendor for Issue related to Repair & Maintenance.
- **System Administration**
 - User Account Provisioning - Creating Windows Account & Email Account (Exchange Server).
 - User Account Management - Windows Account Unlocking and Password Resetting Active Directory.
- **IT ServiceDesk / IT Helpdesk**
 - Handling Ticketing Queue by Prioritizing, Updating, Assigning Tickets to Support Engineer.
 - Preparing SLA (Service Level Agreement) Reports (Daily).
 - Attending Calls, Replying to Emails, Replying to Text Message. Registering Complaint in Ticketing.
 - Providing Remote Desktop Support (RDS) (L1 Level) to end users.
 - Troubleshooting Application & Software Issues. Configuring Outlook. Installing Software, Printers, Scanner, Photocopiers. Accessing to Shared Folder, Network Drives, etc.
 - Handling Couriers Dispatch Activities, Handling Bill Payments of Mobility, Landline, Photocopier.
 - Procuring Blackberry Phone, Keyboard, PenDrive, Harddisk, RAM, Cartridges, Toner, LTO Tapes.
- **Incident Management**
 - Identifying/Creating/Assigning P1 (Priority) and S1 (Severity) Incident Ticket.
 - Initiating Bridge/Conference Call, Broadcasting Downtime Emailer and Resolve Emailer.
 - Keeping Track & Follow Up on the Incident, Getting RCA (Root Cause Analysis) Report.
- **Change Management**
 - Evaluating Change Tickets RFC (Request For Change), Assigning Ticket for Implementation.
 - Updating PIR (Post Implementation Review), Closing Change Ticket.
 - Preparing Change Report, Organizing CAB (Change Advisory Board) Meeting.

- **Project Coordination & Business Analyst**
 - Preparing SOD (Start of Day), EOD (End of Day) Report (Daily) & Project Dashboard Report.
 - Participating in Knowledge Transfer (KT), Managing SOPs Documents Prepared by Team.
 - Participating in Meeting, Having Call Conferencing, Updating SDM, Client on Issue.
- **Vendor & Procurement Management**
 - Gathering Quotations from Vendor, Preparing Comparison Quotation, Preparing PO.
 - Maintaining Aging Invoices List; Maintaining Vendor Contact List; Storing Contract Paper.
 - Searching for New Vendor; Taking Vendor Details; Filling Vendor Contact Form.
 - Handling AMC (Annual Maintenance Contract) Renewal and New Agreement Preparation.
- **Asset Management**
 - Updating, Maintaining IT Asset Inventory Record.
 - Assigning IT Assets to the User & Taking back from Resigned User; Storing IT Asset Form.
 - License Management – Updating, Maintaining Software License Record.
- **DCO (Data Centre Operator)**
 - Handling Data Centre Activities, Performing Daily Checklist Activities, EOD, BOD, etc.
 - Preparing Daily Data Centre Reports, Sending Reports to Concern Team.
 - Monitoring Servers, Escalating Issues to Support Team, Sending Emails to Concern Team.
- **Ticketing Tool Administrator**
 - Managing & Maintaining Ticketing Tool. Customizing it as per Requirement.
 - Coordinating with Vendor for Repair and Maintenance, Updating the Ticketing Tool.

ABROAD EXPERIENCE • United Arab Emirates (UAE):– City – Dubai (2008 - 2010) ; Designation – Computer Professional

INDUTRIAL TRAINING • Certificate of Ortronics Structured Cabling System & Solution – Legrand (Dubai)
 • Certificate of Work Place Ethics & Information Security – iGATE (Noida)
 • Training on ERP (Enterprise Resource Planning) (Functional) – Sun (Delhi)

TECHNICAL COURSES • Certificate in Windows Server Administration & Managing Routers and Switches – IACM
 • Certificate in Developing Enterprise Applications & Web Services using .NET – CMC
 • Certificate in Web Component Development Using Java Technologies – NIIT
 • Certificate of Excellence in Linux – ATS
 • Certificate of Excellence in Exchange Server – ATS

COMPUTER SKILLS • Ticketing Tools:– Managed Engine, ServiceNow, Remedy
 • Remote Access Tools:– VNC, Remote Desktop
 • Operating System:– MS Windows, Redhat Linux
 • Office Tools:– MS Word, MS Excel, MS Powerpoint, MS Outlook
 • Database:– Oracle, MS SQL Server
 • Languages:– ASP.NET, VB.NET, Java, J2EE, VB, C++, C, HTML

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