RESUME

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Permanent address:
Village –Gadsari, Pauri Garhwal
Uttarakhand.

Harshpal Singh

CAREER OBEJECTIVE

I would like to work in a dynamic environment where I can put in my efforts to achieve Excellence in life, both personal and organizational through hard work creativity, teamwork and be a valuable asset for the organization.

PROFESSIONAL EXPERIENCE

Having Experience of 5 Years as a Technical Support Engineer.

Company	CMS IT Services
Designation	Technical Associate
Duration	11th March 2021 to 2021 to till.
Client Location	NTPC LTD
Project	(M 365 Support)

Company	Karvy InfoTech
Designation	senior assistant
Duration	8 Oct. 2015 to 5 March 2021.
Client Location	Dalmia Bharat Group. Ltd.

Company	Shroff eye Hospital.
Designation	Support Trainee.
Duration	July 2014 to Aug. 2015

EDUCATIONAL QUALIFICATION:

➢ Matriculation from Uttarakhand Board in 2009.
➢ Senior Secondary from Uttarakhand Board in 2011.
➢ Graduation from Shobhit University in 2014.
➢ Post-Graduation In Arts from Shridev suman university University in 2018

Professional QUALIFICATION:
Professional Diploma in Hardware and Networking from Jetking,
 ITIL Training from HCL
Microsoft certified solution Associate (MCSA) on window server 2016

Responsibilities

• Hardware, software & Networking related troubleshooting such as Installation and configuration various types of application, operating system Outlook365 support and software as per requirement of client.
• Support Linux, Microsoft window, outlook, SERVERS printers' Video conference, worked on

Domain network and troubleshooting domain related issue in client system.
- Allow or deny MAC address, Reserving IP, User id creation permissions, group additions Scope Creation in window Server System Movement in AD,
- All IT asset Management. Worked on Sapphire Ticketing Tool and manage incidents, service request with SLA, Provide hardware / software /network printers / network problem diagnosis all pan India location via **remotely /telephone/email/chat** or customer's end users and all VIP users.
- Diagnosing, troubleshooting, and developing new solutions that solve the root cause of customer problems in tickets

Other Responsibilities:
Incident Management – Controlling Incident life cycle, following up on High Severity & Ageing Tickets, perform incident notification and escalation, Service Level Management – Meet deliverable requirements/service level measures/specific targets.
Outage handling and escalation in case of any such incident following Individual application's outage process and communicating with the Application teams to resolve the outages.
Taking out reports from Sapphire Tool and monitoring the progress of tickets which need immediate action to avoid SLA miss. Opening Bridge for high severity issues and outages. Involving respective teams and driving resolution.

TECHNICAL Server SKILLS L1:
** Installation, configuration and Management of Windows Server 2012 R2 and 2016.
** Installation of Active Directory and creating a domain controller.
** Creation and Managing User and group Accounts.
** Creation of organizational units (OU) and management using group policies.
** Creation of File share and assigning File sharing permission.

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HOBBIES:-

 Visiting new place, listening music, playing cricket.

 STRENGHTHS:-

     Flexibility and Hard Working.
     Ability to learning fast and Positive Attitude.
     Adjust according to atmosphere.

PERSONAL DETAILS

Date of Birth	: 18 Aug.1992
Father's Name	: Late sh. Jagdish singh
Sex	: Male
Nationality	: Indian
Marital Status	: Unmarried
Languages Known	: English, Hindi

(Aforesaid information is true to the best of my knowledge and belief.)

 Place: -   (Harsh