

RAUBINSH KUMAR.

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AMCAT ID - 30004564692968

Objective

Achieve the responsibilities, position with a professional and progressive organization of capabilities and leadership in conducive environment.

Work Experience

- Working at **CAMIONS LOGISTICS SOLUTIONS PVT LTD** as Assistant manager IT since November 2019.
- Worked at **GREY ORANGE PTE LTD** as Senior IT engineer.
- Worked at **DDREG PHRMA PVT LTD** as IS Executive
- Worked at **LEMON TREE HOTELS LTD.** (Nov 2016 to Nov 2017) as IT Executive
- Worked at “**MICROSENSE NETWORKS PVT LTD**” as IT Helpdesk executive.
- Total 5 years 8 months of work experience in IT.

Jobs & Responsibilities: -

- **Network Management:** Implementing & Troubleshooting of LAN/WAN, Configuration of wireless and wired networks,
- Manage the Service desk, Ticketing tool and resolve the user queries and complains according to SLA
- Provide support to user having IT related issues.
- Manage systems hardware and software related issues (windows, Linux and MAC).
- Manage the IT assets and devices.
- Act as a single point of contact for all Service Requests and Incidents related to IT, Facilities and other non-IT related matters between end-users and resolution groups.
- Worked on various asset management software (Spiceworks, Insight)
- Manage the Audio and Video Conferences and Meeting room, Zoom room infrastructure.
- Installation and configuration of Switches, Access Points, Telephone, CCTV, Biometric devices, Printer, Projector
- Manage the user joining and re reliving process as per IT standard
- Worked on WSUS, WDS, Hyper v, FTP, VPN
- Installation and manage the windows server 2008, 2012, 2016
- Installation & manage of Active directory (User Management, Group policy)
- Perform Backup activity over server and Azure cloud
- IT Security: Ensuring all Desktops are as per the defined level of security with relevant hot Fixes and data protection.
- Good knowledge and experience over work on G suite, office 365 portal and their applications.
- Work on Microsoft Azure portal for Backup and retrieve the Data, cost management.

- Applications - SAP, OPERA, PROTEL, IDS, ZOOM US FDA submission.
- Remote support, voice support.
- Maximizes network performance by monitoring performance; troubleshooting network problems and outages; scheduling upgrades; collaborating with network architects on network optimization.
- Creation of SOP, Working Guideline, Making CAPA, change control and other reports
- Ensuring high levels of customer/user's satisfaction
- Team handling and coordinate with vendors with responsibility.
- Create strategic goals and convert to easily implemented plan.
- Negotiate contracts, vendors with manufacturers for all software, hardware and consulting services.

Academics

- 10th passed from BSEB Patna
- 12th passed from BSEB Patna.
- Bachelor in Engineering with **Electronic and Communication** (PTU 2014).

Skills

- Good Communication Skill.
- Work well as part of a Team Leader or as an individual.
- Adaptive, Flexible and Active Team Member.

Technical Qualification (Trainings)

- CCNA (Routing & Switching)
- Linux system administration
- Windows server 2016

Achievements

- I got Best Employee, "**Welcome Achiever Certificate**" by ITC Limited.

Personal Details

Date of Birth: - 10th August 1992

Father's Name: -Mr. Jitendra prasad.

Marital Status: - Single.

Present Address: -21/2 Hans enclave Rajeev chowk Gurgaon (Haryana)

Permanent Address: - H.NO- 70 VPO- Amawan Block - Asthawan Distt. -Nalanda

Languages Known: English, Hindi.

Hobbies: Analyzing cricket, watching movies, Reading newspaper, Internet surfing.

Declaration

I would take this opportunity to thank you for going through my resume and would request you to consider me for the area suitable to my caliber in your prestigious organization.

PLACE: GURGAON.

DATE:

RAUBINSH KUMAR