

CURRICULUM VITAE

MANISH KUMAR

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SUMMARY

Experience on IT Support in Systems, Server management and having basic knowledge of Network with technical expertise in the maintenance, operations and support functions of business solutions, Team Management and leadership.

CAREER OBJECTIVE:

To gain a dynamic and challenging role, that will offer me the best opportunity for further development of my abilities, skills and knowledge in established firm with long term career growth opportunities.

WORK EXPERIENCE:

Current Organization: WIPRO

Total experience: 4+ Years

Designation: ADMINISTRATOR

Location: Mohan Co-operative, New Delhi.

JOB PROFILE:

- Adept in building strong relationships with IT staff, customers, vendors and third party contractors.
- Leadership of IT team; delivering wide-ranging core DT, LT and Server solutions to organizations.
- Provided expert IT support to customer base – Handled every technical query.
- Responsibly handled queries related to customer issues.
- Resolved critical technical issues pertaining to System Performance.
- Maintained cordial relationship with clients and staff.
- Supervise daily activities of more than eight employees in the department to develop their competencies and achieve their maximum level of potential.
- Enhanced the skills of IT staff through regular trainings while taking full charge of creating and recording goals for team members and conducting quarterly review.

TRAINING AND PROFESSIONAL DEVELOPMENT:

- Conducted performance evaluations and mentored IT personnel through formal channels to execute professional development plans.
- Designed IT training programmers for new employees – Provided training on DT, LT and server.
- Trained several Information Technology teams and professionally supervised them.
- Developed and implemented new IT standards in existing projects – Implemented various quality control measures to ensure highest quality standards.

PREVIOUS EXPERIENCE (18 MONTHS)

Worked as operation associate in **Production Department** at **Wipro InfoTech** Kotdwar, Uttarakhand.

JOB PROFILE:

- Troubleshooting for all the problems related to products, which can be on either software or Hardware level.
- Diagnosing and troubleshooting of hardware related issue of all Wipro laptop desktop and server.
- Assembling/Disassembling of all Wipro Laptop, desktop and server.
- Testing of Desktop PC, Laptop and server as per the process, under reliability & Quality testing parameter of each product.
- Analysis & verification of the problems and to provide proper solution within specified time. Making sure that it will not affect the whole cycle time of product.
- To work towards reducing the Process error and to ensuring the easiness of the process.

Operating System Knowledge:

- Installation, configuration and troubleshooting of Windows desktop and laptop OS like Win XP, Vista, 7, 8, and 10.
- Installation, configuration and troubleshooting of Windows server OS like Win 2003, 2008, 2012, Red Hat Enterprise Linux.

EDUCATION QUALIFICATION:

TECHNICAL:

- Passed B. Tech in Computer Science and Egg, from Uttarakhand Technical University Dehradun, Uttarakhand in 2014.
- Passed 3 years' Polytechnic diploma in Computer science and Egg. from Government Polytechnic Srinagar(Garhwal) in 2009.

ACADMICS:

- Passed 12th examination from G.I.C. Pauri Garhwal, Uttarakhand in 2005.
- Passed 10th examination from D.A.V. Inter collage Pauri Garhwal, Uttarakhand in 2003.

CORE STRENGTHS:

- Passion for constant improvement.
- Ability to solve all IT related issues in a firm.
- Excellent presentation, communication and interpersonal skills.
- Ability to make good decisions in stressful situations
- Effective team leader with strong analytical and problem solving abilities
- Flexible and detail oriented attitude

PERSONAL DETAIL:

Date of birth:	Dec 4 th 1985
Sex:	Male
Marital Status:	Married
Nationality:	Indian
Languages:	English & Hindi
Area of Interest:	Internet surfing, searching for new ideas, Thoughts, Things, listening music.

DECLARTION:

I hereby do solemnly affirm that the details furnished above are true to the best of my knowledge and I shall be held responsible for any sort of discrepancies found.

PLACE: New Delhi

DATE:

Manish Kumar