

Applied For: Technical Support /Desktop Support

AJAY KUMAR YADAV

Phone no: 7785989989

Email - ajayk.yadav9989@gmail.com

Current Location: Noida

Objective:

- A competent professional with 1.5-year experience as a system administration, Networking, and Service Desk Operation.
- Work hard and make valuable contribution to the organization with all values
- To provide progressive and challenging work to an organization for better career ahead.
- I want become a valuable human asset for the organization and contribute to its growth.

Technical Skill:

- Install and configure Operating Systems: Windows 10, 8.1 and windows7.
- Good Knowledge of Windows Server 2016 Services with all vital domain services.
- Setting up Wireless NIC, Local and Network Printer Setting and Configuration.
- MS Outlook Configuration, Backup and Restore Process.
- Remote Management through Team Viewer, Microsoft Teams and Ammy Admin to solve Windows and Software Installation,
- Take care of all the Internal Office Software's Support.
- Good hands on experience Backup & Restore of Mails, Profiles in Mailing Client Ms Outlook.

Work Experience

Company : Ebix Software India Pvt. Ltd (Payroll Innovative digitech services)

Designation : Desktop Support Engineer

Duration : 30 march 2020 to till now.

Job Responsibility:

- Managing 165 systems of Laptop, Desktop and Printer in Windows Domain Network Environment.
- Installation, Configuration and Administration of windows Windows 8.1 pro and windows 10 Pro.
- Configure access to shared folders, Manage shared folder permissions, Configure file system permissions, Ownership of files and folders.

- Support All Users through Remote Connection Tools like Remote Desktop, Team Viewer, Microsoft Teams and Ammy .
- Responsible for Software, Application installation and monitoring performance.
- Troubleshooting, installing and configuring MS-Outlook.
- Manage Antivirus (Quick Heal End Point Security)
- Troubleshooting and problem solving LAN and Wi-Fi network issues.
- Managing the installation and configuration part of all standard software as per the company policy.
- Installation, configuration and maintenance of Local and Network Printers.
- Mobility solution like configuring Apps, Emails of Samsung, I-PAD, I-Phone.
- Video Conference facility support (Webex, Microsoft Teams etc).
- Vendor Management - Coordinate with vendors for hardware/Software/Network calls.
- Inventory Management - to compile complete inventory of IT equipment's.

Educational Qualification

- ☐ Master of Computer Application (2015-17) from Graphic Era University, Dehradun
- ☐ Bachelors of Computer Application (2012-15) from Future Institute of Management Studies, Bareilly
- ☐ 12th from S.V.M. Inter College, (UP Board) Tilhar in the year 2012
- ☐ 10th from S.V.M. Inter College, (UP Board) Tilhar in the year 2010.

Personal Qualities:

- Honest, Polite, Determined and result oriented Good verbal skills
- Hardworking and Courageous and willing to take initiative for solving problems
- Also maintains good interpersonal relations with peers
- Adaptability and ability to work under pressure

Personal Detail:

Date of Birth : 08/08/1994
 Father's Name : Nirvikar Singh
 Mother's Name : Lakshmi Devi
 Languages Known : English & Hindi
 Address : Moh.-Ummarpur Post-Tilhar Tilhar, Shahjahanpur UP-242307

Declaration:

I hereby declare that above information is true to the best of my knowledge and belief, if given a chance, I can prove myself.

Date:

Place:

Signature