Abhishek Chauhan

Contact Information:

Phone. : **+91** 7011921529, **+91** 9968459214

Email ID:
sunny.cchauhan@gmail.com,

Languages Known

English & Hindi

Skill Set.

Microsoft windows, Cisco products (Router & Switches),VMware, Vender Management,

Employment Record

Employer:-

InfoTech Systems.

From: June 2017 to August 2020

Local ITO Support in **AT&T** (Delhi/Gurgaon & remote Sites)

Skypro Technologies Pvt.Ltd.

From: November 2016 To Jun 2017

Job Description:-

FMS onsite Support Club Mahindra Holidays & Resorts as Systems Administrator.

Objective

Detail-oriented IT professional as technical support specialist and network/system technician having 7-year experience. Skilled at operating in a wide range of platforms and excellent written and oral communication skills. To seek a position in operations that will utilize the potential gained in the industry and facilitate further learning to accept additional responsibilities in the organization that has career development and challenging task.

Key Responsibilities

- ❖ *Onsite Local Support, provide onsite support to all IT infrastructure in this location, including switches, routers, servers, printers, multifunction devices, IP phones, voice gateways, cisco telepresence ... etc. and coordinate with other IT functional teams, Vendor Management, Following up for PRI lines & equipment's, and coordination with stakeholders, landlord, CBRE, T3 & multiple involved teams.*
- ❖ *Performs work focusing on software, maintenance, and operations of systems used by client.*
- ❖ *Conducting its business. Performs feasibility assessments, creates requirements, manages projects, and integrates and tests technical solutions for software.*
- ❖ *Systems analysis and application programming, database (data resource) management and security, computer operations, and information technology support.*
- ❖ *Manage and Check the Connectivity and Co-Ordinate With ISP Related To Any Issue.*
- ❖ *Check the Anti-Virus Status at Weekly Basis and Also Check the Updates*
- ❖ *Installing & configure windows OS*
- ❖ *Gives Technical Support to internal Team in Case Of Problem.*
- ❖ *Remedy Tickets Handling and SLA (Services Level Agreement)*
- ❖ *MFD Device configuration and management.*

Employer:-

New Generation India Pvt. Ltd.

From: Jan 2013 to Nov 2016

Jab Description :-

FMS onsite Support Indo Asian energy management Pvt. Ltd
Branch coordinator

- ❖ *Trouble Shooting & Diagnoses of problems.*
- ❖ *Monthly running of company data base software driven by Head Office like Internet, Mail, and Provide Connectivity to Remote Users without Interruption.*
- ❖ *Provide Technical Support In Microsoft outlook, , Office 365 And Desktop problems*
- ❖ *Support ARA (Advanced Remote Assistance) globally.*
- ❖ *Support, Manage and Troubleshooting with SCCM (System Center Configuration Manager) clients PC's.*
- ❖ *Server installation, configuration and manage.*
- ❖ *Perform Router & Switch basic configuration.*
- ❖ *Diagnose and Troubleshooting with the Network and Network devices (LAN/WAN).*

Qualifications

Professional Qualification: -

- ❖ *One-Year Diploma in Computer Hardware & Networking Course from Sarvodaya Computer and Management Institute.*
- ❖ *Pursuing CCNA, JNCIA*

EDUCATION QUALIFICATION

- ❖ *Graduate from Delhi University.*

I confirm that the information provided by me is true to the best of my knowledge and belief.

Place : Delhi

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Date :   *Signature*

(Abhishek Chauhan)