

## Nitin Pratap Singh

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### OBJECT

To obtain a challenging position in Technical Field and thereby contribute to the growth of your organization and myself with the help of my problem-solving capabilities.

### EXPERIENCE

**Organization:** Encaminar International Business Solutions LLP.

**Client-Side:** Pearson India Education Services Pvt. Ltd.

**Date:** From 1<sup>st</sup> March 2017 to 10<sup>th</sup> December 2019.

**Job Title:** Technical Support Engineer

**Role and Responsibilities:**

- ✓ Installation and configuration of all Microsoft Windows and Linux Desktop.
- ✓ Establishing the network environment by installation company software,
- ✓ Analyze software logs, so can resolve the problems,
- ✓ The basic configuration of windows policies and firewalls,
- ✓ Installation of Antivirus & Troubleshooting on virus affected systems.
- ✓ Working with Clients to identify computer problems and provide the solution,
- ✓ Use CRM to documents and complete the task with priority,
- ✓ Implementation of LAN/WAN (Network Infrastructure).
- ✓ Updating self-help documents so clients can try to fix problems themselves,
- ✓ Remote support for end-users/clients during installation,
- ✓ Speaking with clients via email and phone for initial requirements for installation.

### PROFESSIONAL SKILLS

DevOps Methodology  
Linux File System hierarchy,  
Version Control - Git, Github  
Continuous Integration - Jenkins  
Continuous Delivery - Maven  
Continuous Deployment - Chef, Docker

### QUALIFICATION

<b>MCA</b> from Sunrise University, Alwar, Rajasthan	2015
<b>BCA</b> from Anand Eng. College (Sharda Group), Agra	2012
<b>12<sup>th</sup></b> from Radha Ballabh Inter College, Agra	2009
<b>10<sup>th</sup></b> from Seth Shyam Lal Inter College, Agra	2007

## COLLEGE PROJECT

<b>Title</b>	-	Our School
<b>Front-end</b>	-	HTML, JavaScript, CSS
<b>Back-end</b>	-	PHP, MySQL
<b>Team</b>	-	four
<b>Role</b>	-	Representative.

## PERSONAL SKILLS

- ✓ Good communication and organizational skills.
- ✓ Result orientated and able to work independently as well as in teams.
- ✓ A smart worker with a flexible approach.
- ✓ Persevering in the face of challenges and motivation to succeed.
- ✓ Creative, positive attitude, ready to learn a new concepts.
- ✓ Having a good and Educated Background, I value discipline, honesty.
- ✓ Quick learner

## ADDITIONAL INFORMATION / ACHIEVEMENT

- ✓ Certified in CAMEL COLOURS CONTEST at School Level.
- ✓ Organized C AND JAVA Quiz Contest.
- ✓ Attended a workshop on Android apps development.
- ✓ Participation in Paper Participation and Group dance in the Conference of college.

## LIKES

- ✓ Traveling.
- ✓ Dancing.
- ✓ Listening to music.

## PERSONAL DETAILS

Date of Birth	-	October 26, 1992
Father's Name	-	Mr. Dinesh Pratap Singh
Language Known	-	Hindi, English.
Current Location	-	New Ashok Nagar, Delhi-110096.
Marital Status	-	Married
Permanent Address	-	365, Haweli Chowk, Runkuta, Agra-282007.
Passport	-	Yes.