Resume

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Objective

A long term career where I can fully utilize my experience and skills to contribute to the growth of the organization and to the success of any undertaking.

Professional Summary

- Having more than 2 years of experience in "**Technical Support & Implementation**" In the Information Technology Industry working on **Microsoft Technologies (ASP.NET, C#.NET, SQL SERVER, Silverlight**.
- Experience of providing online & onsite technical support to India and Indonesia clients.
- In depth knowledge of providing troubleshooting services for both software and hardware issues.
- Very good experience in Installation, configuration and maintenance of SQL Server and IIS Server.
- Experience in Database backup and disaster recovery procedures.
- Experience in Data Migration and Transformation from Oracle/Access/Excel Sheets to SQL Server 2008/2012.
- Analysis design, Preparing Scope of Project document, Implementation and Training.
- Experience of Gap Analysis, requirement gathering, Implementation, Support & Training, Client interaction and maintain lasting relationship, Demonstration of Software Product.

Technical Skill

Operating System	Windows XP, 7 & 8. Windows Server 2003, 2008 & 2012.
Programming Knowledge	C#.NET, ASP.NET and Crystal Report 10.
Databases	SQL Server 2005, 2008, 2012, Microsoft Access.
Hardware Knowledge	Pentium PCs, Compaq
Networking Knowledge	Complete Windows-NT Network & Client configuration for SQL Server & IIS Servers, Trouble shooting of LAN.

Work Experience

Worked with **Indicomm Global Services**, Pune as a **Associate** from December 2016 to February 2018.

Working with **PALASH IVF Solutions Pvt. Ltd**, Pune as a **Associate** from April 2018 to Present.

Job Responsibility:

- Trouble shooting at the time of Installation of software and networking services at client side.
- Client side software Implementation. (Minor changes in software apart from customizations)
- Installing company's product software on Server and Client Machines at client side and training of software at client side.
- Web Based support, Telephonic Support and Onsite Support after Implementation.
- Modification, Designing and creation of Store Procedures at the time of software Implementation/Customization.
- Designing, Development and Modification of Crystal Reports 8.5 & Crystal Reports 10.
- Installation, Configuration, training and Technical Support of Company's Software's at Client Site.
- Existing system study. Pre analysis for Company's Software product, Requirement gathering to develop product as per the client requirements.
- Provided training to newly joined employees and existing ones.
- Provided training to clients as needed.
- Provided technical support for online systems in a live production environment.

Platform   : PC PIV running Windows - NT Server-4, Win XP, Win 7, Win 8,
                        Windows Server 2003 and 2008, Windows Server 2012 R2.
Back End   : C#.NET, SQL Server 2008, 2012 and 2017.
Front End   : ASP.NET, Silverlight & Crystal Report 10.

Educational Qualification

- B.E (Bachelor of Engineering in Computer Engineering) from PES College to Dr.B.A.M.University, Aurangabad Maharashtra, (2014) with an aggregate of 61.66 %.
- Diploma in Computer Technology from MIT College to MSBTE, (2011) with an aggregate of 70%.

Personal Details

Date of Birth   : 02-10-1990.
Languages Known   : English, Hindi & Marathi.
Hobbies   : Playing cricket.
Passport   : P1650510 Valid up to (24/07/2026).

I declare that the information given above is true to the best of my knowledge.

Date:
Place: Pune   [Kiran K Zond]