**Curriculum Viate**

Vikram Srivastav

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**SUMMARY-**

An enthusiastic and highly motivated professional, having Diploma / Vocational Course in Computer / IT / Software Engineering with keen interest in building career in Technical Support / Helpdesk.

* **WORK EXPERIENCE-**

**Hewlett Packard india Sales Pvt ltd Jan 2010 — Jan 2011**

**Work designation -** Technical Industrial Apprentice

**Industrial Training Engineer**

* Training Process
* EHS process training
* Congfigure of PC,Laptop,&Server
* testing the Hardware Functionality
* 5s training And Quality trainging
* Operating System Installation manually And automated
* ESD training
* Pc,laptop,Server Assembly and testing .

**PCS Technology Ltd Jan2013 — Jul 2013**

**Work designation** - Field maintenance service engineer at **IBM Data Center Tata Motors Pvt Ltd**

**Job Resposibilty-**

* Proficient in handling escalated calls and providing 1st & 2nd Level Technical Support to end-users.
* Microsoft Outlook, Outlook Express configuration, backup, troubleshooting.
* Installation of Data card Like VPN Data Card, Tata photon+ and Reliance Netconnect etc.
* Maintaince of computer hardware systems and system assembly.
* a
* Installation & Configuration of Network printers & Scanner and its basic level of troubleshooting.
* Manage all the inventory of PCs.
* Configuring & Managing DNS, DHCP & Active Directory.
* Provided the Remote support & Net meting support using following software Team Viewer, VNC Server, .Ammyy Remote Software, Remote Desktop.
* Installation of Antivirus, Patches & Updates from Backend side & frontend both.

**Over &Above Infrastructure ltd Aug 2013 — Oct 2016**

**Work designation**-I.T Support Exective

**Job Responsbility**

* Microsoft Outlook, Outlook Express configuration, backup, troubleshooting.
* Installation of Data card Like VPN Data Card, Idea Netsetter etc.
* Maintaince of computer hardware systems and system assembly.
* Maintain the assets of pc's and laptops.
* Installation & Configuration of Network printers & Scanner and its basic level of troubleshooting..
* Configuration of of The Idea Crystal Software Setting and Troubleshooting.

**Canadian Specility vinyl Kashipur Nov 2016 — July 2018**

**Work designation-**Logistic Billing Associate

**Job Resposibility-**

* Delivers items to customers by verifying orders.
* Inventories stock.
* Arranges transportation.
* Organizes item order by editing for price, promotions, and weight compliance.
* Arranges shipments by checking stock to determine inventory levels, anticipating delivery requirements, and placing/expediting orders.
* Ships items by examining items, destination, route, rate, and delivery time; ordering carriers.
* Maintaing the All Soft copy and Hard copy of Record in System.
* Maintaing all Copy bill Like Original Copy ,Dulicate and triplicate Copy of Bill in Filing System
* Coordinate the Dispatch related issue with Logistic Manager.

**Abacus Computer Services - Jan 2019 to Feb 2020**

**Work designation-** Filed Engineer (As Part Time)

**Job of Resposibility**

* Installing the Operating System, Printer Software and Antivirus with Patch Files.
* Repairing The Desktop Computer , laptop, Printer.
* Installation of CCTV Camera ,Networking Devices Like Router ,Switch,Lan Setup And Modem
* Site work on field for Custome Call.
* Online Configuration of DNS,DHCP,Active Directory,Server 2008r2, Server 2012,Server 2016.
* Configuration of Outlook and Their Trouble shooting,POP3,SMTP ,IMAP setting ,Incoming Server setting ,Outlook Outgoing Server Setting,Configuratin outlook with Domain ,gmail,hotmail etc.
* Knowledge of Office 365, Firewall Setting,Secuirty Software,
* Work of Ammy Admin,Team Viewer,Configure the Erp Software,Tally all Version installation online Configuration and Offline.
* Configuration of VPN, Installtion ,Network Connection software .

**Siddharth Paper Ltd (March 2020 To April 2021)**

**(IT Engineer)**

* Installation Like Nos Opeating System Window server 2008,2013,and 2016
* Configure Networking Device Router, Switch ,Hub,etc
* Installation security Software like antivirus with patches,System software,Application software.
* Maintain and troubleshooting the Hardware of desktop pc,server,Laptop
* Installation the of printer, troubleshooting and sharing the networking.
* Installation the tally 9.0 and erp and configure in to the client system.

**Salary Expection - 20000 Per Month**

**CERTIFICATIONS**

One year IndustrialCertificate 2011

15 Day  Certificate of NPCL 2009

**EDUCATION**

**High School Jul 2002 — June 2003**

Pt.G.B.PantIntermidate College Kashipur Uttaranchal Board

**Intermidate July 2003 — June 2005**

Pt.G.B.PantIntermidate College Kashipur Uttaranchal Board

**Three Year's Engineering Diploma in Information Technology Oct 2006 — Oct 2009**

Government Polytechnic Lohaghat Champawat (UBTER) Uttarakhand

**Graduation of Bachlor of Art- 2013 to 2016**

Kumaun University Nainital (Private)

**Declarations:**

I herby certify that all the above informations is true to the best of knowledge and belief.

Place- Kashipur

**(Vikram Srivastav)**