

Communication Address

House No.26 Vikas Nagar,
Gali No2, Uttam Nagar,
Pin-110059
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Uttam Kumar Pandey

Objective

To work in a challenging and dynamic environment towards a successful career in the IT industry by making the best out of my abilities and interpersonal skills. I want to see myself as an active contributor to a team of ambitious people and thereby enhance my knowledge and personality.

Work Experience

 Working as **Technical Support and Network Support Engineer** with **American Express (AMEX)** on the behalf of **PC Solution Pvt Ltd. From July 2016 to till date.**

- **Job Profile:**

- Carrying out standard software modifications.
- Diagnosing and solving customer reported system issues.
- Determining a projects risks.
- Taking corrective actions to improve system reliability.
- Managing system technical changes to time, and quality.

- **Past Experience:**

- Worked as **Customer Support Engineer** on behalf of **HCI Info system Pvt. Ltd.** for **State Bank of India**, Patna from **June 2014 to November 2015.**

- **Job Profile:**

- Responsible for the IT infrastructure Taking care of the desktop/Laptop Operating system and Lan Troubleshooting calls.
- Resetting user password Moving Assets in the proper OU, Providing access.
- Responsible for managing call ticket through DW (Digital Workflow) citrix and Web.
- Working on IMACs and incidents calls.
- Perfect in solving the problem of lotus notes domino client installation, Microsoft Outlook configuration and troubleshooting. Creating Replication, Archive, Out of office, Pst.
- Providing support for VPN Software as Aventail, Rova and different applications.
- Responsible for taking care of mails as well Escalation calls.
- Responsible for the asset management through CAMS (Centralized Asset Management System).
- Coordination with all the vendors for any kind of hardware and software problems.
- A high level of customer satisfaction through the technical support delivery.
- Follow SLAs, Schedule adherence, Timely update & escalated issues, ensure no violation happens.
- Proven experience in a customer facing or support environment.
- Responsible for sending reports.
- Handling and maintenances the File & Print server.
- Installing, configuring and Troubleshooting PGP Desktop.
- Imaging the laptop with standard image of Amex.
- Handling remotely calls through Dameware tool.

Skill Enhancement

- DHCP, DNS Servers, Active Directory.
- Backup and restore management, Media management etc
- OS Platform: Win 2003 Win 2008, Linux.
- Email Client: MS Outlook, Lotus Notes.

Qualification

- B.A from J.P University Bihar
- Senior Secondary Education (10 + 2) from Bihar Board.
- Secondary Education (10th) from Bihar board.

Professional Qualification

- MCP (Microsoft Certified Professional)
- JCHNP (Jet king Certified Hard ware Network professional)

Personal Details

Father's Name	Anil Kumar Pandey
DOB	05-02-1991
Sex	Male
Marital Status	Single
Languages	English, Hindi
Nationality	Indian
Permanent Address	Chhapra (Bihar) 841214

Date: February 20, 2019

Mohammad Sagir Ansari
