**Vaishnav Dhimaan**

392 A, Shipra Suncity, Indirapuram, Ghaziabad

Uttar Pradesh, Pin - 201014

Phone: +91-8527875669

Email: raj\_dhimaan2001@yahoo.com

**Objective:**

Seeking a challenging and performance oriented position with a reputed organization, where my knowledge and skills can positively impact organization’s growth

**Education:**

**Graduation, Year 2013**

Bachelor of Finance, Latrobe University, Melbourne

**Intermediate, Year 2008**

Modern Academy Sr Secondary School (ISC), Ghaziabad

**Matriculation, Year 2006**

Modern Academy Sr Secondary School (ISC), Ghaziabad

**Technical Skill Set:**

Basic Knowledge of Active Directory

Knowledge of Microsoft Windows 2000, XP, Vista, 7, 8, 2003 & 2008 Configuration/Administration

Microsoft Mailing Applications: MS Outlook 2010, 2013 & outlook express

Incident Management Applications: BMC Remedy, Service Now, Test Track, Maximo

**Experience:**

* **IBM India Pvt Ltd**

25th November 2013 to till Date

Designation: Senior Practitioner

**(Level 1.5 Remote Desktop Support) AT&T IT Service Desk**

* Sending SMS software and security updates using tools like RTA and RV2.
* Follow the compliance policy with proper contact procedures to complete the SMS work orders.
* Client support and technical issue resolution via E-Mail, phone and other electronic medium.
* Training clients in the use of system and applications as related to Internet.
* Perform creation of new accounts using company provide software tools.
* Provide technical and network problem resolution to end-users by performing a question diagnosis while guiding users through step-by-step solutions.
* Resolving user account problems, uninstalling/ re-installing software applications, verifying proper hardware and software set up, power cycling equipment, assisting with client’s application
* Providing Remote Desktop Support and troubleshooting for laptop and desktop.
* Managing users account in Active Directory for Windows and different application.
* Configuring and troubleshooting issues related to Lotus Notes, Microsoft Outlook, and Internet etc.
* Attending conference calls with users and Application Support groups while handling critical issues.
* Co-ordinate with IT support analysts of different applications and use various tools and resources to resolve the problem.
* Sharing updates with the team members. Timely Escalation of issues to Next Level of Support if needed.

**Volunteer Experience**

* Volunteered with Simple Complexity Financial market research and Investment.
* Activities coordinator for College events with duties including promotions and fundraising.

**Extra Curricular Activities**

* Represented the school and college at Cricket from 2002-2008 at district level.
* Participated in National Cyber Olympiad and achieved a silver merit.

**Personal Information**

Date of Birth: 21 April, 1990

Father’s Name: R.K. Dhimaan

Marital Status: Married

Languages: English, Hindi

Strength: Determination, Cooperation and Hard work

Hobbies: Listening Music, Travelling, Internet Browsing.

Passport Status: Ready

**Declaration:**

I hereby declare that all the information given by me is true to the best of my knowledge.

**Vaishnav Dhimaan**