Manish Namata

Mobile   :   **9135497796**
Email   :   **manishnamata@rediffmail.com**
LinkedIn: **linkedin.com/in/manish-namata-9926b46b/**
D.O.B   :   **17/04/1987**

CAREER OBJECTIVES

Position as an engineer or related position which offers key participation, team oriented tasks, immediate challenges, and career opportunity.

EXPERIENCE

June 2015 - April 2017   **Associate IT Engineer**

(Medall Scans and Labs Ranchi (P) Ltd)

Responsibilities:

❖ Providing Remote Support to Customer through Team-viewer, Any Desk for online resolution of Clients Problem.

❖ Reading Emails analyze the issue and reply accordingly to the users.

❖ If required interact with Clients by Call, Chat and Mails.

❖ Use Helpdesk Portal to track ticket progress and enter updates to have on going record of case activity till resolution is reached and ticket closed.

❖ Work 24*7 shifts, Communicate Effectively with Customers to Ensure problems are understood and resolved.

❖ Submission of bill, follow up and collection of AMC Payments.

❖ Installation and Configuration of Biometrics Attendance.

❖ Follow up for any link failure of MPLS and Lease connections.

❖ Proficiently diagnosed and replaced defective power supplies, Mother boards, RAM, LAN card, Hard Disk and other peripherals.

❖ Accomplished real time troubleshooting of network problems at client's site.

❖ Ensure all client machines are joined in domain and have basic softwares and licensed antivirus installed with latest patch.

❖ Ensure Lab Machines are interfaced and working properly so that the value of the reports is automatically gets transferred to the Software.

October 2013 - April 2014   **Customer Support Engineer**

(**K**aizen IT Services (P) Ltd)

Responsibilities:

❖ Monitor all assign cases for customer support and update all activities on company tracking system.

❖ Analyse customer issues and develop necessary actions and ensure optimal levels of customer satisfaction.

❖ Manage requests from internal and external clients and resolve it through email and phone.

❖ Develop and implement procedures for tracking company assets to oversee quality control throughout their lifecycles.

❖ Planning, monitoring, and recording software license and/or hardware assets to ensure compliance with vendor contracts.

❖ Perform troubleshoot on all network and application issues and recommend resolutions to ensure better customer services.

ACADEMIC QUALIFICATION

❖ Bachelor in computer Application (BCA) with an aggregate 65%. Sikkim Manipal University

❖ Intermediate (Science) with an aggregate 54% J.A.C University (Ranchi)

❖ Matriculation with an aggregate 64% J.S.E.B (Ranchi)

TECHNICAL SKILLS

❖ Administered Active Directory (AD) domains and related services.
❖ Installing and Configuring DNS, DHCP Server in Active Directory Domain Service.

❖ Installation, Configuration & Troubleshooting of LAN
❖ Basic Configuration of Cisco Routers, Wireless Routers, Firewalls & Cisco Catalyst Switches.
❖ Managed User Accounts on Windows server Platform (Creation, Deletion, and Permissions Access).
❖ Knowledge of networking platforms like LAN, WAN.

CERTIFICATION

❖ Diploma in Hardware and Networking (A+ and N+) (Sept 2011 - Feb 2012).
❖ Configuration and Troubleshooting Win Server 2008 and Win 7) (Aug 2012 - July 2013).

ACHIEVEMENTS

❖ Rashtrapati Scouts and guides Award by Honourable President of India (NARAYANAN K.R)

PERSONAL INFORMATION

❖ Name   :   Manish Namata
❖ Father's Name   :   Mohan Ch. Namata
❖ Nationality   :   Indian
❖ Date of birth   :   17 April 1987
❖ Gender   :   Male
❖ Marital Status   :   Single
❖ Language Known   :   English, Hindi
❖ Permanent Address   :   6, Tara Pore Colony,
                                      New Baradwari, Sakchi
                                      Jamshedpur, Jharkhand
                                      831001

DECLARATION

I hereby declare that the above statements are correct and complete to my knowledge and belief.

DATE   :   **Thanks & Regards**

PLACE   : JAMSHEDPUR   --------------------------