

Ashok Kumar Gupta
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Scholastic Record

- ❖ Bachelor of Technology in Information Technology Percentage of marks: 70.6 %.

Total Experience:

- Around 3 Years 7 Months of Experience in IT industry.
- DXC.Technology —14 Months Feb 2016 to till date.
- Knoah Solutions Pvt. Ltd., —1.2 Months Nov 2014 to Feb 2016.
- Live Connect Global — 1.5 Months June 2013 to Nov 2014.

Client: Avaya India Private Limited.

Organization	: DXC.Technology
Field/Team Size	: IT Security / 15
Period	: 10 th Feb 2016 to till date.
Experience	: 12 Months.
Role	: Security Analyst

Responsibilities:

- Assisted Company professional with desktop operation both hardware and software related issue.
- Supervised and performed the installation of new IT network and equipment, system software and desktop computer.
- Planned routine repairs and/or system upgrades.
- Handling VPN related issues.
- Creation/Deletion and Resetting of Virtual Machines.
- Troubleshooting Air-watch related issues in Android, I phone, Windows phones.
- Taking users remotely via Windows remote assistance, Dame Ware and Remote desktop connection
- Hands on Experience on Windows platforms like Laptop, Surface, Desktop, Wise and MAC.
- Made use of Helpdesk systems to make work-load Prioritization, to update calls.
- Familiar with Open Web Application Security Project –OWASP concepts.
- Familiar in Backtrack 5, Kali Linux operating system & Metasploit framework for penetration testing.
- Performed regular maintenance of company peripheral network devices- printers and scanners
- Administrated the creating and supporting of IT accounts and computer systems
- Performed Technical support, including escalation of problems and incident identification with subsequent resolution.
- Ensured functionality of desktop systems throughout departments by regular checks and maintenance
- To create Id, Profile using windows active directory
- Administering, implementing maintaining security through a methodical approach & security tools.

- Creating tickets by using Service now application and tracking of Incidents and Service Requests

Client: Southern Telecom Inc.

Organization : Knoah Solutions Pvt. Ltd.,
 Field/Team Size : Technical Support / 40.
 Period : 25th November 2014 to 8th February.
 Experience : 1.2 Months.
 Role : Voice Support Officer.

Responsibilities:

- Providing support in the international inbound and outbound call center.
- Addressing customer's concerns on calls and resolving the issue that customers may have with the devices Manufactured by Southern Telecom.
- Log details of customer incident ensuring that accurate and complete information is obtained.
- Solving problems for customers with challenging expectations.
- Providing technical assistance to customers on calls who have challenges understanding the features of the products.
- Validating the information extracted from customers to ensure the effective technical solutions are offered.
- Ensuring secured way of payment transaction during inside sales.
- Good experience in handling warm transfers from other associates as level-II technician.
- Making sure to escalate the pending cases to concerned team without any process deviations.
- Ensuring customer's satisfaction on every call handled.
- Validating the warranty on the products to ensure that there are no deviations in the process of offering service replacement.

Client: Payday Loan Campaign

Designation: CPA Agent

Responsibilities:

- Making outbound calls and attending inbound calls using Go Autodial.
- Generating **Leads** of US residents and making them to sign up with **Credit Score**.
- Guiding US customers over phone to fill their application & promoting pay day loans.
- Marketing through Emails & Knowing Customer's Credit Scores.
- Remote Control Desktops and PC using **Ammyy, Join me, Team Viewer**.
- Asking Customers to enter their Credit Card Details.
- Report Generation on daily basis, weekly basis and Monthly basis.
- Providing **Voice, Email & Chat** support to Internal End Users & External End Users.
- Providing Loans to the Users and doing follow ups.
- Hardware & Software Installations.
- Forwarding their application to Affiliate Manager.
- Credit Score from three Credit Bureau **Transunion, Experian & Equifax**.
- Displaying Affiliates banners over website and asking customer to follow.

Assets:

- Good analytical skills
- Willing to work in 24/7
- Enthusiastic worker in a team
- Willingness to undertake challenging responsibilities.
- Good in Team Handling.

Personal Details

Father's Name : Bhayyalal Gupta

Date of Birth : 13th June 1992.

Nationality : Indian

Gender : Male

Marital status : Unmarried

Languages known : English, Hindi, Telugu

Personality Traits : Good Communication skill, Teamwork quality, Ready to work under pressure, professional, Awaiting opportunities to meet new challenges.

Ashok Kumar Gupta.