**SURAJ KUMAR**

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**Nationality**: Indian

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**Career Objective:**

***A job that permits me to utilize my skills and support me to develop my professional experience, so that I can perform my best and participate in organizational development plans.***

**Experience Details:**

Achievement-driven professional with experience of 2 years 9 months in Infrastructure Services till date working as a Senior System Engineer in Cognizant Technology Solutions Pvt. Ltd.

**ORGANIZATIONAL EXPERIENCE**

**Key Result Areas:**

* Diagnosed and resolved all technical issues related to software at O.S level.
* Provided timely tier-II support and resolved tickets related to Network, hardware, software, and printers for computers.
* Monitored user groups and permissions, using Active Directory
* Supported the migration of mail server.
* Stabilized and protected client network and PC environment in current client project
* Ensured that all hardware, operating systems, software and procedures aligned with organizational standards and strategic business plan

**Highlights:** Maintaining and supporting systems, workstations, mobile devices, printers and peripherals; responding to user service requests; and resolving trouble tickets. Ensuring system security for desktop, mobile and cloud environments.

* Used incident management tools such as BMC remedy tool to record and track status of incidents.
* Used Secure CRT portal to do the Project VLAN movement for the network related issues reported for the client or Cognizant VPN accesses
* Handled the escalated P1 incidents with priority.
* Performed Technical Troubleshooting, End User Training Virus Detection, Removal & Prevention IT Infrastructure & Performance Tuning
* Performed System Upgrades & Optimization Security, Backup & Recovery Solutions Technical & User Documentation Relationship Management
* Used Support Center, Remote control, RDC and WebEx for remote connectivity.
* Closed 95% of trouble tickets on the first call without escalation.
* Commended for quickly resolving complex issues including system crashes, network slowdowns, connectivity problems, security breaches, virus infections and more.
* Achieved a user satisfaction rating of 4.9/5.0 (14% higher than average); consistently logged and monitored ticket status to ensure fast, quality resolution of every issue.
* Set up secure Wi-Fi, LAN and VoIP networks at remote locations, leading client/server configuration and performance-tuning of crucial infrastructure to ensure seamless business operations.
* Provided support for the configuration of Intune, outlook and other corporate apps on cellphones to ease user’s access.

**Academics:**

**B. Tech (ECE)** from B.I.T Sindri Dhanbad

**10+2** from Bokaro Ispat Senior Secondary School Sec II/C

**10th** from Bokaro Ispat Vidyalaya Sec I/C

**Computer Proficiency:**

* Microsoft Office- **Word, Excel, Access, Power-Point**
* Operating System - **MS Windows-7,8/8.1/10**
* Languages Known- **Python**
* Web Technologies**- HTML & CSS**

**I hereby declare that the credentials provided herewith are true and to the best of my knowledge and belief.**

**Suraj Kumar.**

**Date: 9th September 2020**