**CURRICULUM** –**VITAE**

**DEEPAK KUMAR**

**Ghaziabad Dasna**

E-mail:- [deepakkapoor552@gmail.com](mailto:deepakkapoor552@gmail.com)

* MOB:- +91- 8630309194,8650182930

**OBJECTIVE :**

Looking for a long team association with people oriented organization

Where individual caliber honesty and hard work are knowledge and

Conductive culture is provides

**EDUCATIONAL QUALIFICATION:**

* High School from U.P. Board (2014)
* Intermediate from U.P. Board (2017)
* BCA Final Year CCS university (2017-20)

**JOB RESPONSIBILTES:-**

Working as desktop support engineer, Attend daily basic call according to IT Service desk, Handle user call, mail, support to client & remotely configuration, system upgrade hardware & Software system, User audit, Network Printer configuration

**TECHNICAL SKILS**

**► Operating System:** windows 7, windows 8, windows 10

**► Application:** Microsoft office (word, Excel, power point

**► Hardware and networking**

**► Hikvision IP camera and NVR install**

**• Assembling** and hardware system

• Installation of all windows 7 windows 8 windwos10

• Disk Management folder sharing

• Printer and Scanners installations

**•** Network Printer Configuration Installation & trouble shooting

• Bass LAN/WAN Connectivity and internet troubleshooting

• Modem configuration and Data card installation

• Backup and restore for windows

• Ms Outlook Configuration

**•** CCTV Installation

**•** IP Camera Installation & Live

**•** Remote Desktop trouble shootings

**•** Maintain Firewall, Zone Director, Access Point IT Portals

**•** VLAN Configuration

**•** Router Configuration and Access Point Configuration

**WORKING EXPERIENCE:**

**► Team computers PVT LTD 23Sep-2021 to till date ( Grofers warehouse )**

* Install, upgrade, support, and troubleshoot Windows OS, authorized desktop applications, hardware, and peripheral equipment.
* Managed laptops, desktops, and printers companywide
* Responsible for the maintenance of routers, switches, firewall and backup systems integral to network functionality.
* Assisted in firewall maintenance throughout the network environment to maintain a secure system.
* Trained staff on a new employee computer access protocol.
* Install computer hardware and software on desktops to keep versions current.
* Initiate and complete Microsoft Windows server operating system updates.
* Network with LAN/WAN and active directory for continuous company connection.
* Basic understanding of help desk software for opening, documenting, closing, and follow up on service calls.
* In Help Desk support, the IT Support Specialist acknowledges assigned Help Desk tickets in a timely manner. This employee resolves tickets and documents the solution in the Help Desk database using the Help Desk software
* Provided hardware, software, and desktop support to network infrastructure upgrades or implementations.

**► SYSNETGLOBAL TECHNOLGICES PVT LTD frpm Aug’20 to 23sep ( PUNB bank )**

* Install, upgrade, support, and troubleshoot Windows OS, authorized desktop applications, hardware, and peripheral equipment.
* Network with LAN/WAN and Connectivity check
* Install computer hardware and software on desktops to keep versions current.
* Initiate and complete Microsoft Windows server operating system updates.
* Install, upgrade, support, and troubleshoot Windows OS, examination desktop, biometric applications, hardware, and peripheral equipment.
* Remote support
* Maintain users details.
* Install HP all printer model and sharing all users
* Active directory use and User password Reset and gurop police update
* Creating Domain users and system and update PUNB sites

**QUALITIES:**

* Honest and Hardworking.
* Result Oriented and Quality Driven Performance.

**PERSONAL DETAILS:**

**Date of Birth : 02 Nov 1998.**

**Father’s Name : Mr. Raj Kumar Kapoor**

**Sex : Male**

**Religion : Hindu**

**Nationality : Indian**

**Marital Status : Unmarried**

**Language Known : Hindi & English**

**Physical Fitness : Perfect**

**Hobbies : Traveling & Making New Friends, Cooking,**

I hereby declare that all of the above all information given is true my knowledge and belief.

Thanking you!

**Date:**

**Place: (DEEPAK KUMAR)**