Chandan S. Gupta

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PERMANENT ADDRESS: - Gyaneswar Nagar, Rawalpada, Dahisar (E) Mumbai: - 400068.

Career Objective

To work in a firm with a professional work driven environment where I can utilize and apply my knowledge, skills which would enable me as a fresh graduate to grow while fulfilling organizational goals.

Professional Summary

✓ Knowledge of **Application Support Engineer (L 1)**

✓ Ability to adapt new Technologies Quickly.

Current Working

Organization: - ICICI Prudential Mutual Fund (14th Oct 2022 to Till Date)
Designation   :- Application Support Engineer L 1

Duties Performed

- Files (PDF, WORD, EXCEL And POWER POINT) deployed by the user are patched on the production server with backup.
- Patch upgrade and certificate renewal activities are performed on production and UAT servers.
- Onboarding of the application is done before any development starts.
- Every day activity (.exe schedule check, bank files update status from SQL)
- Changes in existing Reports and Handling Proxy Server (display Clients Internet Access Logs)
- User issue handle on front-end (Asp.net) and on Backend (SQL)
- Installing Software's Desktop Level Knowledge of Installation of mail Clients and Configuration Mail.
- Troubleshoot Adobe Software's (Cs3/Cs4).Micro Media Software's, Corel 11.Tally 7.2, 9.2, Microsoft Software's like of 2007, All Software's Operating System.
- Installation of Desk Jet, Dot Matrix, LaserJet Network Printers and Scanners.
- Managing the Group Policy in windows server and Password reset Unlock User ID, Delete or Add new user in AD and Delete computers from AD.
- Editing User & Group Account, Sharing & Giving Security Access to User For Network Resource.
- Installing and maintaining DMS servert through report and trouble shoot querys.
- Maintain Documents of Work Perform During The Day.

Ticketing Tools

o   Jira atlassian Software Ticket
o   Manage Engine Ticket Tool
o   BMC Remedy IT Service Management

- **Operating System:** Detecting and resolving critical Hardware failure. Installation of various Operating systems.
- Installation, configuring & troubleshooting MS Outlook, MS Office 2000, 2003 & 2007, 2013.
- Handling LAN printer or local printer,
- LAN Id Creation, Validation & updating in Active Directory. Sharing Shared resources & giving proper rights to share folders as per mail & approval.
- Responsible for installing computer hardware & software, including support on Windows 2007, 2010.
- Responsible for Maintaining Computers of all configurations.
- Carrying out Computer Hardware, Software Solution and Network, Installation of Operating systems (Windows 2007/win10.
- Coordination with hardware vendor to resolve the problem.
- Installation of Local as well as Network printer, maintaining printer's server assigning rights & solving printer's server related problems.
- Files deployed by the user are patched on the production server with backup.

Education Qualification

- S. S. C. passed in 62%
- H. S. C. Passed in 71%
- Jetking Certified Hardware and Networking Engineer + Cloud V1 from Borivali (West) 400052.

Skills / Abilities / Knowledge

- Good knowledge of hardware information such as CPU, Memory, Disk, Network, BIOS.
- Have good experience as Windows System Administrator& Desktop Support Engineer.
- Installation of Windows, Ms Office, Essential Software Systems.
- Undertaking repairing work for laptops, diagnosing, and fixing hardware and software faults.
- Identifying the nature and reasons of failure of the computer systems and applying logic and right approach for repair.
- Replacing defective hardware and updating software in laptops
- Replacing the nonfunctioning keys of the keyboard and ensure its smooth operations.
- Handling MAC related problems of users.

- Responsibilities include analysis, installation, maintenance and modification of storage area networks and computing system.
- Ensure the compatibility of the hardware and software of the system by determining it.
- Responsible for providing help, support and assistance in initial installation of the system, setup and maintenance of the user account, data recovery.
- Analyze performance of the system and ensure the performance objective and availability of the requirements.

- Microsoft Office 2000, XP, 2003, 2007, 2010, 2013 product suite.

- Net protector, McAfee, Quick heal and Symantec corporate antivirus suite.

Work Experience

- ❖ 1 Year + 8 Month Experience in **System Technology From Vile Parle (West**) Oct-2018 to Jun-2020
- ❖ 1 Year + 5 Month Experience in **Concentrix PVT LTD Company From Malad (West)** Aug-2020 to Jan-2022
- ❖ 1 Year + 8 Month Experience in **Magma HDI General Insurance PVT LTD - Head office Kurla (West)** Feb-2022 to Oct- 2023
- ❖ **ICICI Prudential Mutual Fund** (14th Oct. 2022 to Till Date)

Hobbies and Interests

- ✓ Surfing on Internet.
- ✓ Searching for the New Technologies.

Skills & Strengths

- ❖ Confident and Able to Take Initiatives, Participative and Innovative.
- ❖ Positive Attitude and Ability to Succeed in Challenging Atmosphere.
- ❖ Good at Teamwork.

Personal Profile

Date of Birth   : - 07th Sep 1999

Marital Status   : - Unmarried

Father's name   : - Shyamjeet Gupta

Language Known   : - English, Hindi and Marathi

Nationality   : - Indian

Address   : - Gyaneswar Nagar, Rawalpada, Dahisar (E) Mumbai: - 400068

Declaration

I, Chandan Shyamjeet Gupta, do hereby agree and state that what declared above is true and correct to the best of my knowledge and none of the information mentioned is exaggerated or concealed.

Date:

Place: - Mumbai

(Chandan S. Gupta)