Aman Singh

B.Tech (ECE)
Current location : Mumbai, India
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CurriculumVitae'

Career objective:

To excel and to perform in a professionally managed organization and contribute my credentials for the success of the organization along with my growth.

Summary:

- Proven work experience as a Desktop Support Engineer
- Working knowledge of office automation products and computer peripherals, like printers and scanners
- Knowledge of network security practices and anti-virus programs
- Ability to perform remote troubleshooting and provide clear instructions
- Excellent problem-solving and multitasking skills
- Customer-oriented attitude
- Excellent analytical, interpersonal and Communication skills.
- O365 Practical Exposure.

Skills and certifications:

- Python Programming Courses Certificated with C-DAC Institute from March-21 to May-21.
- Basic Knowledge on Cloud Computing.
- Basic networking knowledge.
- Basic knowledge of Active Directory.

Academics and certifications:

- Bachelor of Technology from Uttar Pradesh Technical University, aggregating 65% of marks in 2015.
- Senior Secondary from UP Board, Muzaffarnagar, aggregating 55 % of marks in 2011.
- Higher Secondary from UP Board, Muzaffarnagar, aggregating 57 % of marks in 2009.

Professional Experience:-

CtrlS Datacenters Ltd. (08-Aug-2022 to Present)

Network Engineer -FCRT (15-Dec-2023 to Present)

   Responsibilities: -

- Working on FortiGate Firewall
- Communication Allow in FortiGate Firewall
- Network allow in FortiGate Firewall
- VPN User Creation in Firewall
- User De-activation in FortiGate Firewall
- User Blocking in FortiGate Firewall

Engineer-IT Supports (08-Aug-2022 to 15-Dec-2023)

Responsibilities: -

- Address user tickets regarding hardware, software and networking
- Walk customers through installing applications and computer peripherals
- Ask targeted questions to diagnose problems
- Guide users with simple, step-by-step instructions
- Conduct remote troubleshooting
- Test alternative pathways until you resolve an issue
- Customize desktop applications to meet user needs
- Record technical issues and solutions in logs
- Direct unresolved issues to the next level of support personnel
- Follow up with clients to ensure their systems are functional
- Report customer feedback and potential product requests
- Help create technical documentation and manuals

Previous Organization: -

Excotron Solutions Pvt. Ltd (02-Mar-2020 to 04-Aug-2022)
Desktop Support Engineer L2

Responsibilities: -

- Address user tickets regarding hardware, software and networking
- Walk customers through installing applications and computer peripherals
- Ask targeted questions to diagnose problems
- Guide users with simple, step-by-step instructions
- Conduct remote troubleshooting
- Test alternative pathways until you resolve an issue
- Customize desktop applications to meet user needs
- Record technical issues and solutions in logs
- Direct unresolved issues to the next level of support personnel
- Follow up with clients to ensure their systems are functional
- Report customer feedback and potential product requests
- Help create technical documentation and manuals

Cimechel Electric Co. (21-Apr-2018 to 16-Jan-2020)
Astt. Engineer-Project

Responsibilities: -

- Testing, Commissioning & Erection of 25KV Railway Electrification Equipment.

- 132/25KV TSS work
- SSP & SP work.
- Also Foundation work experience in PSI Work(TSS, SP, SSP) Of Railway Electrification.

❑ **Personal Information:**

▪**Date of Birth:** 03-02-1994
▪**Sex:** Male
▪**Marital Status:** Married.
▪**Language Proficiency:** English, Hindi.
▪**Hobbies:** Listening music, watching TV and playing cricket.

❑ **Strengths:**

- Comprehensive problem solving ability.
- Willingness to learn.
- Zeal to understand New Technologies.
- Team Spirit.

I am confident of my ability to work in a team. I hereby declare that the information furnished above is true to the best of my knowledge.

Aman Singh