**GAURAV GUPTA**

**SENIOR PROFESSIONAL**

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**Phone:** +917876584077

Versatile, high-energy professional, offering dynamic career in scaling new heights of success with hard work & dedication and leaving a mark of excellence on each step, targeting assignments in:

**IT Support / Team Management/ Client Relationship Management**

**PROFILE SUMMARY**

* A professional skilled experience of various fields like design, installation, commissioning, maintenance, management, modification, troubleshooting and Networks
* Ensured proper communication between teams and observed the resolution to escalations within the given Service Level Agreements.
* Skilled in leading the management of hardware and software throughout the organization including servers, employee desktops/laptops, network / voice infrastructure, internal networks, peripherals, and wiring.
* Executed preventive maintenance to adjust, maintain, and improve network performance and investigate security issues & root causes of system failures
* Developed cost estimates and recommended systems development as well as upgradations to existing systems; evaluated infrastructure services equipment and software for purchase
* A strategist and implementer with recognized proficiency in spearheading business to accomplish corporate plans and goals successfully

**CORE COMPETENCIES**

**~ IT Support ~ Infrastructure Management ~ Call Management**

**~ Customer Relationship Management ~ Configuration ~ Team Management**

**ORGANISATIONAL EXPERIENCE**

**Since Aug’16 (Edison Agni Electric Co. Pvt. Ltd) as Senior IT Executive.**

**Noida (Sector – 126). U.P**

**Key Result Areas:**

* Diagnose hardware and software problems and replace defective components.
* Liaison with vendor for desktop PCs, Laptop, accessories Printer Scanner Photocopy machines
* Installation and troubleshoot all types of PC hardware, Printer, Scanner, UPS & Call Recorder.
* Installation of MS Office, tally, Payroll software,
* Time to time update Windows, Software’s and Antivirus updates.
* Maintain proper IT records like Purchase, Licence, AMC, & Renewal of Software.
* Provide MIS of Sales and Service business reports, gap areas, support in Excel & PPT at the time of Business Audit.
* Maintain and administer computer networks and related computing environments, including computer hardware, systems software, applications software, and all configurations.
* Perform routine network start-up and shutdown procedures and maintain control records.
* Test computer hardware, networking software, and operating system software.
* Recommend changes to improve systems and network configurations and determine hardware or software requirements related to such changes.

**Nov’15-Apr’16 (One Point One Solution Pvt. Ltd.) as Senior IT Executive**

**Key Result Areas:**

* MS-Outlook Configuration, PST creation attachment and troubleshot related problem.
* Managing Windows 2000, Windows XP, Windows Vista, Win 7
* Assessing all LAN Environment
* Activities by using remote desktop and net meeting connectivity for providing user support
* Presenting video conferencing support provided of user.

**Apr’15-Nov’15 (Competent Synergies Pvt. Ltd.) as IT Executive**

**Key Result Areas:**

• Planning, scheduling and implementing network hardware and software maintenance requirements and upgrades

• Resolve complex problems, internal to the team, with other support teams, and the customer or supplier.

• Responsible for Complete up-time of IT and audit readiness in all point of time

**Aug’13-Feb’15 (One Point One Solution Pvt. Ltd.) as IT Executive**

**Key Result Areas:**

* Streamlining MS-Outlook Configuration, PST creation attachment and troubleshot related problem.
* Managing Windows 2000, Windows XP, Windows Vista, Win 7
* Installing and updating all the Bharti Airtel software’s: PACS, ICRM, and TAMESSO etc.

**ACADEMIC DETAILS**

* **10th** from Bhartiya Public School, Ambala Cantt from C.B.S.E Board.
* **Diploma** in **Computer science** from Longowal Polytechnic College in 2010.
* **B. Tech.** in **Computer science** from Kurukshetra University in 2013.
* **MBA (IT)** from Amity University, Noida in 2018**.**

**SEMINAR AND CERTIFICATION**

* Jetking Certified Hardware & Networking Professional.
* Attended WEBINAR ON ORACLE conducted by BSNL in Training Centre Kurukshetra.

**TECHNICAL SKILLS**

* Handling Escalation of all the Engineers requests.
* Responsible for all Calls (Hardware, Software and Networking Calls), PC Allocation to new users, System configuration (E-mail, Internet, and Printer Setup)
* Installation of the windows updates, Antivirus.
* Working in 24x7 global environments.
* Working with Remote Tools Teamwear.
* Responsible for **Installation**, **repair** and **maintenance** of **desktop & Laptop** and provide increased customer satisfaction and system performance.
* Installation and Maintenance of Window’s OS as well as Window’s Server.
* Handled Corporate Symantec Antivirus server and client.
* Configuration of Local & Network Printer
* Troubleshooting of Internet related problems.
* Working with Windows Remote Assistance.
* Install and configure New Desktop includes configuring, connectivity, application support.

**Profile Included:**

* Maintenance of workstations and all other computer hardware & troubleshooting technical problems.
* Providing remote support to client.
* Trouble shooting device, drivers and other hardware and software related problem.
* Calls logged with internet service provider and take follow-up till the resolution.
* Configuring and Troubleshooting of MS Outlook at end user.
* Troubleshooting and Configuration of printer and scanner.
* Troubleshooting hardware device, drivers and other hardware.
* Configuring the setup for new user desktop.
* Troubleshooting of internet, intranet and local area connection.
* Prepetition of audit like bay tagging, system tagging and all working non-working assets.
* Updating of patches.
* Troubleshooting of application and software as per requirement.
* Software installation, configuration and troubleshooting for end users.
* Monitor analyze and address reliability and performance issues.

**PERSONAL DETAILS**

**• Name : Gaurav Gupta**

• Date of Birth : 09 July 1987

• Gender : Male

• Marital Status : Married

• Languages Known : English and Hindi

• Email : gggaurav1@gmail.com

• Hobbies : Playing Cricket, Playing Computer Games, Chess.

Place: - Noida

**Date: - Gaurav Gupta**