139-G, Savitri Nagar, Near Shiv Mandir, New Delhi-110017 • +919958177343 • skj.pankaj@gmail.com

**HARDWARE / NETWORKING PROFESSIONAL**

### **OBJECTIVE**

To build a challenging career in Computer Hardware Networking engineering through a reputable company, where I can work to enhance my professional skills while at the same time contribute to the company.

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# SUMMARY:

* Over 12 years of experience as **Desktop Support Engineer** in the aviation sector**.**
* A proven record of reliability, the ability to perform under time constraints, and good judgment under pressure.
* Uncommon ability to work independently and as part of a team.
* Ability to maintain a reliable and methodical approach to support and documentation.
* Configure wireless router with, wireless hubs and wireless Ethernet card with troubleshooting.
* Configuration LAN Network with troubleshooting.
* Basic knowledge of Microsoft server 2003, 2008, 2012, 2016.
* Computer skills include.
  1. Assembling, disassembling and troubleshooting of hardware devices.
  2. Installation of all Microsoft Windows Series(Win-XP, Win-7, Win-8, Win-10, Server 2003, 2008, 2012, 2016.).
  3. MS outlookconfiguration, backup, restore and troubleshooting.
  4. Disk management, Partitions, Folder sharing, Access Permission
  5. Network printer and scannersinstallation and troubleshooting.

### **PROFESSIONAL EXPERIENCE**

**► FRANCIS WACZIARG (P) LTD.** B-58, Sector-57, Noida (UP) [Aug.2016 to Jul.2020]

**Senior desktop support engineer**.

* Installation of all Microsoft Windows Series(Win7, Win8, Win10, Server 2008, 2012).
* Configure MS outlook, backup, restore and troubleshooting.
* Configure wireless router and modem.
* Data backup all computer in Netgear NAS device online manage.
* Network Printerand scannersinstallation and troubleshooting.
* Manage network firewall Cyberoam & Sophos.
* Manage inG-Suite.
* Manage in internet leased line service**.**
* Manage MIS report in Excel.

**►** **CSCUBES INFOTECH (P) LTD.** Kalkaji, New Delhi[Sep.2013 to Jul.2016]

**Remote Support Engineer.**

* Remote desktop and remote assistance.
* Configure MS outlook, backup, restore and troubleshooting.
* Network Printer and scannersinstallation and troubleshooting.
* Install and manage Anti-Virus.
* Reinstall & repair all Microsoft Windows and Microsoft Office.

**► Comviva Technologies Limited.** Gurgaon Haryana [Feb.2009 to Aug.2013]

**Helpdesk Support.**

* Reinstall & repair all Microsoft Windows and Microsoft Office.
* Managing H/W and S/W inventory & IT store.
* Managing problem related desk side for business critical/important employees.
* Coordinating with OEM vendor for warrant & AMC related support.
* Troubleshooting and resolving Internet and Antivirus related issues.
* Backup of Data, configuration of Microsoft outlook, mail backup, location of the files to do backup etc.
* Manage configuration, design and management of wired LAN.

**► Eco-Rel Computer System (P) LTD.** Malviya Nagar, New Delhi[Apr.2008 to Feb.2009]

**Computer Hardware and Networking Engineer.**

* Assembling and disassembling of personal computers and laptops.
* Implementing changes and upgrades to complex systems.
* Responsible for maintenance and troubleshooting of desktops and laptop hardware.
* Assembled and installed a wide array of computer systems, workstations, and peripheral hardware.

### **PROFESSIONAL QUALIFICATION**

* Microsoft Certify System Engineer [MCSE] course from **TIIT** Institute South Extension New Delhi.
* One year Diploma in **Pioneer International Polytechnic Govt of N.C.T.** New Delhi.
* One year Computer Hardware and Networking from **National Institute of Open Schooling (NIOS) Govt. of India** in Delhi.

### **EDUCATIONAL QUALIFICATION**

* Graduation (B.A). From **SOL University of Delhi**.
* Intermediate (10+2) from **NIOS Board** in Delhi**.**
* Matriculation (10th) from **NIOS Board** in Delhi**.**

### **TECHNICAL SKILLS**

* Resolved escalation complaint.
* Hardware troubleshooting, Installations of Dot matrix Printer, HP Desk Jet printer, HP LaserJet Printer, all types of network printer.
* Installations of all hardwareand multimedia device and Configure of Operating.
* We have good acknowledge of Wi-Fi System.
* Working with Organizational unit and domain user account.

### **PERSONEL DETAILS**

Father’s name : Sh. Ravindera Kumar Jha.

Date of Birth : 05th January 1986

Marital status : Married.

Language Know : English and Hindi.

Nationality : Indian.

Hobbies : Listening music, playing video games.

### **DECLARATION**

I declare that the above facts given by me are true to the best of my knowledge and belief.

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Place: New Delhi

Date: \_\_\_\_-\_\_\_\_-\_\_\_\_\_\_\_

[Pankaj Kumar]