**Ankur Kumar Singh**

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Crossing Republik, Ghaziabad – 201016

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**Career Objective:**

To serve and contribute to an organization where individual talents, skills, honesty and hard work are acknowledged that provides me an opportunity to integrate my interpersonal skill and gives me a platform to learn and grow.

**Key Strengths:**

* Strong analytical and research skills
* Well versed with process specific formalities & documentation
* Open to feedbacks
* Time to Time implementing new ideas
* Engage team to achieve desired business objectives/targets

**Educational qualification:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Examination** | **Board/University** | **Year of Passing** | **Percentage/C.G.P.A** |
| B. Tech  (Computer Science) | Dr. Ram Manohar Lohia Avadh,University,Faizabad | 2013 | 61.00% |
| Higher Secondary  (12th) | King George Inter College,  Lucknow | 2006 | 64.00% |
| Senior Secondary  (10th) | Rani Laxmi Bai Memorial School, Lucknow | 2004 | 52.00% |

**Work Experience**

**Desktop support Engineer**

**Choice Solution Limted, Noida**

**12-April 2019- Till Present**

Working as a desktop support engineer on third-Party. Placed in Aptech Limted Noida

. Troubleshooting Laptop and desktop issue.

* Troubleshooting network connectivity issue and assign manual and DHCP IP address to systems.
* Remote access troubleshooting though VNC or Any Desk.
* Managing Network Printers& Troubleshooting
* Call locking with vendor’s
* It assets Management
* Placed as network & system troubleshooting for different government exam location from Aptech Team.
* Outlook troubleshooting & taking mail backup’s for user.
* Remote Support for users

**System Programmer**

UP Forest Corporation, Lucknow

Oct 2014 – Nov 2017

* Troubleshooting windows desktop errors and providing first level solution.
* Troubleshooting network connectivity issue and assign manual and **DHCP IP address** to systems
* Managing monthly data of the company though their website by coordinating with different zone and branches of the company
* Work on domain environment.
* Coordinate with Network administrators to troubleshoot error’s over email, phone or remote access support to provide first level solution to client.
* Remote access troubleshooting though **VNC or Any Desk.**
* Working on Ticket base environment and to give solution in given time trough **OTRS Ticket.**
* Configuring systems and Windows 10, Windows 8

**Software Trainee**

EPTA Technology Pvt limited, Lucknow

Jun 2014 - Aug 2014

* Worked as a software trainee for 3 months.
* Hands on experience with project running on PHP.

**Project Details:** Online Reservation System

* + **Platform**: PHP
  + **Period :** 2 months
  + **Role:** HTML and CSS Web-designer
  + **Team :** 5 members

**Hobbies:**

* Playing Cricket and musical Keyboard

**Personal Details:**

|  |  |
| --- | --- |
| Date of Birth | 20th March 1988 |
| Language | Hindi & English |
| National | Indian |
| Material Status | Unmarried |
| Gender | Male |