## Rajeev Kumar Singh

## A-209 Rajiv Gali No-2

## Mandawali Delhi

## Pin Code -110092

**E-mail: - ranarajeev2004@yahoo.co.in**

**Contact No: 8373917005**

**Career Objective:**

Seeking a challenging position in the field of Networking which encourages growth and leadership opportunities while utilizing technical expertise, analytical abilities and Interpersonal skills and where my effort will be complemented by career growth, higher degree of responsibility and to prove myself as a valuable asset of your esteemed organization.

**SUMMARY**

* 16.8 year of experience in Network Trobuleshooting/Handling
* Good knowledge of Networking and wireless connections.
* Actively participation in the client interaction.
* Team member with the ability to communicate effectively at all levels of the troubleshooting and maintanence process with excellent analytical and development skills.
* Ongoing application support at Level-2 and Level-1 as needed, Incident management, Problem management, Escalation management
* SLAs Issue Resolution Knowledgebase.
* Video Conferencing Handling and wifi Access Point

**Technical Skills:**

Knowledge with TCP/IP, Static and Default routing,

LAN/WAN Technologies: Ethernet, Frame Relay, ICMP,DHCP, VLAN,VTP.

Network Hardware: Cisco Router, /Switches 2950,3550,3560.

Video Conferencing Handling and wifi Access Point

Digital Signature WEBEX Microsoft Team ,Bharat VC and other Video Conferencing Device Handling and manage NIC Mail Configration, Sparrow Problem,VPN Configration,

Operating Syste,, Windows: XP/Vista/ NT/2000 & windows 7.

MS-Office (Excel, word, Power Point).

CURRENT EMPLOYMENT

**Silver Touch Technologies Ltd (May2018 to April 2021)**

**Program Manager**

Technical Support for all users whose websites is hosted in NIC server..

Responsible for Local Area Network connectivity (i.e.; VLAN in Switches).

Antivirus Management, Trend Micro Antivirus, Sys-clean for removing Spyware etc.

Trouble-shooting for various categories of Internet Issues

Video conferencing, bio-metric, VPN Configration, WI-Fi Access Point support, Outlook Configration, , Sparrow Problem, NIC Mail Confrigation, Pragati PMO VC

**Professional Experience**

**Wipro Infotech –Gurgaon (May2012 to May 2018)**

**Engineer- Network Management**

**Project: National Informatics Center**

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Solving Internet Problems,.

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Antivirus Management, Trend Micro Antivirus, Sys-clean for removing Spyware etc.

Trouble-shooting for various categories of Internet user problems and Customer Support.

Other assignments include **Network monitoring** and management using Network Performance Monitoring tools What’s Up Gold.

Manage the Network of 3500+ Clients.

Management of L2 Switches, .

Controlling “Trend Micro Officescan Client-Server.

**Outlook Express** Configuration & maintenance of all clients.

WHATSUP Gold monitoring of network devices

Managing Video Conferencing including video and data presentation in POLYCOM VC device

Local & Network Printer Installation

Posted at **KRISHI BHAWAN (National Informatics Centre)**  for giving network support and Antivirus management. has 3500 clients with every type of Operating Systems.

**3i-Infotech CSL. - Noida (December 2008 – 30 April 2012)**

**Network Engineer**

**Project: National Informatics Center**

**Responsibilities:**

Technical Support for all users whose websites is hosted in NIC server.

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Antivirus Management, Trend Micro Antivirus, Sys-clean for removing Spyware etc.

Trouble-shooting for various categories of Internet user problems and Customer Support.

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Manage the Network of 1900+ Clients.

Management of L2 Switches, .

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**Outlook Express** Configuration & maintenance of all clients.

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Local & Network Printer Installation

Posted at **KRISHI BHAWAN (National Informatics Centre)**  for giving network support and Antivirus management. has 1900 clients with every type of Operating Systems.

**CMS Computers. Ltd. (June2006 – December 2008)**

**Network Engineer**

**Responsibilities:**

Technical Support for all users whose websites is hosted in NIC server.

Solving Internet Problems,.

Responsible for Local Area Network connectivity (i.e.; VLAN in Switches).

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**Education:**

**MCA** from **Punjab Technical University** with 74%

Graduation from M. University. Gaya Bihar with 60%

Intermediate from Bihar.Board with 48%

High School from Bihar.Board with 60%

**Personal Details:**

Date of Birth 01st Jan 1981

Sex Male

Marital Status Marred

Father’s Name Late Triloki Nath Singh

Nationality Indian

Languages English, Hindi

Native Place Bihar

**Declarations:**

I hereby certify that the information furnished above is authentic & complete to the best of my knowledge & belief.

**(Rajeev Kumar Singh)**