**RESUME**

**PRADEEP TIWARI**

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# objective

To work in a creative and challenging environment using cutting edge technologies where I could constantly learn and successfully deliver solutions to problems.

**Summary of Experience:-**

1. Currently working at Healthmap diagnostics private limited. As a IT Officer in Jharkhand Region.

From 01 september 2016 to present.

1. 1 years 5 months working experience at Bhushan Power and Steel Limited as a Assistant Engineer IT from 21st July’2014 to 11th Dec 2015.
2. 6 Months working experience at TATA Teleservices Ltd. As a Helpdesk Engineer from 8th January’2014 to 9th July’2014 on payroll of Crystal Solutions Ltd.

**Professional Experience:**

**Organization :-** Healthmap Diagnostics Private Ltd.

**Period :** 1st Sep-2016 to till date

**Designation :** IT Officer

**Roles and Responsibilities:-** To oversee the information technology needs of an organization including supervising subordinates, coordinating software implementation and upgrades, determining IT budget and equipment needs, and ensuring systems security. Coordinate with vendors for IT infrastructure Related work etc.

**Organization** : Bhushan Power and Steel Limited (Jharsuguda,Odisha)

**Period** : 21st July’2014 to 11th DEC 2016.

**Designation** : Assistant Engineer (IT)

**Role** : Desktop and Network support

**Team Size :16**

**Responsibilities Includes:**

* Install OS, Troubleshoot OS related issue, Configure Printer Sharing and MAP drive.
* Troubleshoot Hardware Related problem.
* Building OS images and deploying OS and other Software’s through Norton Symantec Ghost and Acronics
* MS Outlook and Outlook express mail configuration and Troubleshoot mail related issue.
* Install online software from online server and different type of offline software on client computer.
* Also good experience in Remote Access (Team Viewer, Remote Desktop Connection, VNC, R admin), installation of Software/Hardware, etc.
* Coordinating with Vendors for purchase of IT Products and Coordinating With ISP Providers
* Manage online meeting using MS Lync or Skype.
* Take Data Backup on IBM Ultrium4 Tape Drive using NTBACKUP and Uranium software.
* Configure and Install L2 switches as per requirement.
* Troubleshoot LAN related issue.
* Networking (Optical Fiber/Cat5/Cat6), Cabling, MountingRack I/O, Patch Panel, Rack Installation
* Hands on Knowledge UTP crimping and IO punching.
* Manage cctv camera network and software using ipolis and Samsung net I viewer

**Organization** : Crystal Solutions Ltd.

**Period** : 8th January’2014 to 10th July’2014

**Designation** : Helpdesk Engineer

**Project Details**

**Customer** : Tata Teleservices Ltd.

**Period** : 8th January’2014 to 9th July’2014

**Role** : Desktop and LAN Support

**Team Size** :15

**Responsibilities Includes:**

* Install OS, Troubleshoot OS related issue, Configure Printer Sharing and MAP drive.
* Troubleshoot Hardware Related problem..
* MS Outlook and Outlook express mail configuration.
* Install patches and programs (MS Office, Office scan, Adobe Acrobat, Photoshop etc.)
* Install online software from online server and different type of offline software on client computer.
* Install SAP CRM and troubleshoot and maintenance their problem .
* Manage online meeting using MS Lync or Skype.
* Take Data Backup Using Symentec DLO.

**ACADEMIC BACKGROUND**

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| --- | --- | --- | --- |
| Level | Univ./Board | Passing year | %age |
| MCA | PTU, JALANDHAR | 2010 | 66% |
| B.A(HONS) | VBU JHARKHAND | 2006 | 60% |
| 10+2(i.s.c) | BIEC(PATNA) | 2003 | 57% |
| 10th | BSEB(PATNA) | 2000 | 40% |

**Training Undertaken:**

6th Month industrial training in **IDS INFOTECH**, Chandigarh ,as a Technical Support Associate.

**Personnel Profile:**

Father's Name :Ram Badan Tiwari

Date of Birth :11thOct,1985

Languages Known :English,Hindi

Permanent Address : At+Po:-Sunday Bazar, Bermo, Dist:-Bokaro, Qno-1/b-174

State:-Jharkhand, Pin-829127

**Declaration**

I declare that the information given by me in this Resume is correct and nothing has been concealed by me.

Place:-

date :- PRADEEP TIWARI