**RESUME**

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**OBJECTIVE**  
  
Seeking a challenging position, which will permit me to use and enhance my skills in a progressive and dynamic organization.  
  
**CAREER EXPERIENCES**

**3.6 Years working Experience**.  
Presently working in Reliance JIO as a MIT Engineer Through Wipro .  
Hands on experience of Desktop and Laptops issues with hardware and OS related problems  
Diagnosing and troubleshooting Laptop and desktop issues.  
Hardware installation, testing, cleaning, troubleshooting, repair and maintenance  
  
**Internal Desktop Support Specialist**  
  
Provided functional and technical support, troubleshooting and diagnosing hardware and software problems, including desktop, laptop, LAN, and remote systems.   
Deploy and configuring PCs, Workstations and Laptops.   
Maintenance, Troubleshooting of Desktop Pc’s, Laptops,  
Operating System Installation of Windows XP/VISTA and Windows 7   
Explains the exact cause of problem and provided solutions to it.  
Responsible for responding to customer calls on hardware issues  
  
**Responsibilities**

Implementing and configuring the corporate LAN environment.  
Hardware and Microsoft support for the Client machines.  
Installation and configuration of network Printers.  
Outlook configurations and support.  
Trouble shooting and repairing of Desktops and Laptops.  
Installation of windows 2003, Configuring DNS, DHCP and Active directory.

**ACADEMIC QUALIFICATION:**  
  
B.Tech in (E&TC) – Biju Pattnaik University 2013 having 70%

Intermediate in Science - Ranchi University 2008 having 59%

Matric – C.B.S.E.Board Delhi 2006 having 75%  
  
**KEY SKILLS:**  
  
Experience with Windows XP / VISTA / Windows 7.  
Experience with MS Office Packaged and Mail Clients.  
Good communication skills.   
Well experienced in corporate desktop support environment.  
  
  
**TECHNICAL SKILLS:**  
  
E-Mail Client Configuration & Support (Microsoft Outlook and Outlook express)  
Windows 7, Vista and XP professional Client Operating Systems.   
Proficient with Microsoft Office Packages.  
Knowledge over LAN technologies.  
Knowledge on Gateway Redundancy protocols like HSRP,VRRP & GLBP  
Enhanced Security Features like DHCP snooping, Port Security  
Sound knowledge on IP addressing schemes  
Very good knowledge of OSI Layers  
  
**PERSONAL DETAILS:**  
  
Date of birth : 12-03-1991  
Nationality : Indian  
Religion : Hindu  
Marital Status : Single  
Languages Known : English, Hindi, Bengoli.