## Pammi Raj

**22 months** of Experience in ITIL, Asset coordinator, Desktop Engineer, DL2, Installation & Troubleshooting of LAN, Installation, Upgrading, Maintenance & Managing.

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**CAREER OBJECTIVE**

To work in a challenging and competitive environment where I can improve my technical skills and have a mutually beneficial relationship with the organization.

**PROFILE SUMMARY**

Having worked in an esteemed IT Services company for 22 months. I have learnt many technical, procedural and behavioural aspects of working in IT world. I am well versed with the ITIL, Desktop Engineer, DL2, Installation &Troubleshooting of LAN, Installation, Upgrading, Maintenance& Managing, Basic knowledge of CCNA (routing & switching), Java and Web Development technologies with an aptitude for learning new tools and technologies on the go. I like to take ownership of work end-to-end and deliver it within agreed timelines.

**PROFESSIONAL CREDENTIALS**

* Company: **NR Technoserve Pvt.Ltd.**

Position: **Desktop Engineer**

Duration: **12th June 2015 to December 2015**

* Company: **Renovision Automation Pvt.(**As a contractor in**Wipro).**

Position: **Desktop Engineer**

Duration: **4th January 2016 to till date**

**Key Responsibilities:**

* **Working here as IT Executive and deputed on FAI Corporate office.**
* **Provide L2 desktop support to 300 corporate users’ onsite and offsite on windows platform.**
* **Support and mange 3 remote locations in India through remotely and phone.**
* **Remotely, chat & Voice Support to remote located user.**
* **Support on hardware, operating system, network connectivity, antivirus and all in house application issue.**
* **Manage and support on windows server 2003 or 2008 AD/print/file/DHCP server.**
* **Maintain daily IT checklist and daily Server backup & coordinate with Vendors for Hardware related**
* **Configure and troubleshoot email related issue of MS outlook**
* **Support on Video conferencing & setup for meeting room of VIP user’s meeting.**
* **Committed to resolved all incidents and service request calls under SLA coordinate with SD if required.**
* **Coordinate and manage relationships with vendors that provide hardware, network and other support.**
* **Maintaining hardware and software Inventory and follow all IT documentation process**
* **Knowledge and work close with service desk & ticketing software tools like remedy and UCD**
* **Route problems to internal 2nd and 3rd level IT support staff for further process**
* **Recording/tracking incidents and complaints and keeping end users informed about the status/progress.**
* **Escalating call to the senior management team as per the internal escalation matrix.**

**TECHNICAL SKILLS**

* **Configuring, managing and troubleshooting of M.S Out Look.**
* **ITIL knowledge (Asset, Vendor, Incident, service request)**
* **Small IT project planning and implementation**
* **IT support to VIP user**
* **Worked as an**Asset coordinator.

**ACADEMIC QUALIFICATIONS**

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| --- | --- | --- | --- |
| **EXAM** | **BOARD/UNIVERSITY** | **YEAR OF PASSING** | **PERCENTAGE (%)** |
| B.TECH | Ranchi University | 2015 | 65 % |
| 12th | JAC RANCHI | 2010 | 55 % |
| 10th | JAC RANCHI | 2008 | 73% |

**ABOUT ME**

* I am a hard-working, keen to learn and self-motivated person.
* Key strengths include ability to grasp new knowledge quickly, analysis of real life problems, multi-tasking and conflict resolution.
* Excellent communication skillsand ability of direct client interaction.
* Strong believer in team work and building cordial relations with people.
* I enjoy my work and personal life alike and spend my time reading books/e-books, listening to music.
* Collecting coins and Dancing is also a favourite pastime for me.

**PERSONAL DETAILS**

Father’s Name : Late. Naurang Singh

Date of Birth : 5th Feb 1993.

Language known : English, Hindi

Permanent Address : Near GLA College Gate, Baralota, Daltongang, Palamu, Jharkhand-822102.