***Vinod Tiwari***

***Mob: +91 9555335104***

***Email: vinodtiwari1987@gmail.com***

**Microsoft Certification:-**

**MCP** (Microsoft Certified Professional)

* ***Profile Summary***

Result-driven professional with 3 year + months of rich experience in IT Infrastructure Management, Technical Support with proven ability to identify, analyze and solve problems to increase customer satisfaction.

***Career Objective***

To become a valuable asset to an organization by aligning personal growth with organizational objectives and utilize my abilities to achieve desired goals.

**Areas of Expertise**

* Experience in Installing, Configuring, Troubleshooting, and Upgrading Windows OS (2000 Pro, Xp Pro, Server 2000, 2003 Vista)
* Installation and configuration of Server 2000, 2003
* Installing, configuring and troubleshooting of Blackberry, Configuring mails on IPAD.
* Troubleshooting and Installing softwares on different types of Laptops.
* Installation and Troubleshooting of Network and Local Print devices
* Installation and troubleshooting of Antivirus software MacAfee 8.5
* Experienced in downloading and updating systems with latest security patches and updates
* Installation and configuration of DHCP, DHCP Relay Agent, DNS, Managing users and Groups
* Sound Knowledge of LAN and Domain based Network
* Experience of Indian Airlines proprietary software Magnify gold
* Ability to Work in 24 hour, 7 Day a Week on-call basis
* Installations, Configuration and troubleshooting of Windows OS (XP Pro., Vista, Server 2000 and 2003)

***Work Experience***

***(1)***

Company : Vayam Infosolution India Pvt. Ltd.

Designation : Sr. Desktop Support Engineer L2

Duration : 1st June. 2011 to till date

Clients : YUM! International Restaurants. Global Business Park, Gurgaon.

**Job Responsibilities**

* Installation, Configuration and Troubleshooting of Microsoft Office Outlook 2003, 2007
* Installing, Configuration and Troubleshooting of Blackberry.
* Installing and Configuring different Tools and softwares of YUM.
* Installing and troubleshooting of Local and Network printers.
* Configuring and troubleshooting VPN for clint.
* Installing and updating Symantec Antivirus.
* Reimaging and installing different softwares on Laptops and Desktops.
* Providing Remote support for our mobile users and around 68 Stores all over India.
* System update and Microsoft Patch Management
* Well known Working process of E-helpline and asset management.
* Support web based applications for YUM.
* Good Knowledge of LAN and Domain based Network.
* Create Follow working (shifting) process of 24\*7.

***(2)***

Company : IMSI India Pvt. Ltd.

Designation : Desktop Support Engineer L2

Duration : 24 Sep. 2010 to May 2011.

Clients : Cisco India Pvt. Ltd. (CWG Project), Delhi.

(Awarded with an Award and Certificate for good job for CWG Project)

Currently working with Aricent Project, Gurgaon.

**Job Responsibilities**

* Configuration and Troubleshooting of Microsoft Office Outlook 2003, 2007
* Installing and Configuring different Tools and softwares of Cisco.
* Installing and troubleshooting of Local and Network printers.
* Configuring and troubleshooting VPN for clint.
* Installing and updating Mcafee Antivirus.
* Providing Remote support for our mobile users.
* Well known Working process of Remedy and asset management.
* Support web based applications for Cisco.

***(3)***

Company : Velocis Systems Pvt. Ltd.

Designation : Desktop Support Engineer

Duration : 19 August 08 to Sep. 2010.

Client : Indian Airlines, CP Delhi.

**Job Responsibilities**

* Installations, Configuration and troubleshooting of Windows OS (XP Pro., Vista, Server 2000 and 2003)
* Installation and Troubleshooting hardware’s of Desktop and Laptops,
* Installation, Configuration and Troubleshooting of Microsoft Office Outlook 2k3, 2k7
* Installation, Configuration and Troubleshooting of Microsoft Office Communicator, Live Meeting Support
* Installation, Configuration and Troubleshooting of Citrix application and Support at end user
* Installation of software’s like Avaya IPSoftphone.
* And web based application support
* Installation and configuration of local, network printers and scanners
* System update and Microsoft Patch Management
* Installation of McAfee Antivirus and Updating
* Providing Remote support for our mobile users
* Providing solutions / resolving issues for L1 Engineers.
* Responsible for all incident tickets and service requests across 7 different processes with strength of 800+ users;
* Working in full coordination with a back-end team of 25 engineers (5 L-2 Engineers, 2Technical Specialists and 15 Service desk personnel) for the timely closure to any problem and deliver efficient and effective service.
* Sound Knowledge of installing and configuring Lotus.

***(4)***

Company : Axis Infoline Pvt. Ltd.

Designation : Desk-Side Support Engineer

Duration : Sep. 07 to July 08

Client : Delhi Metro Rail Corporation Ltd, Delhi

* Installation of Operating Systems and other Process Related software.
* Configuration & Troubleshooting of MS-Outlook.
* Troubleshooting of Hardware, Operating System and Network Related issues.
* Installation and trouble shooting of Desktop PCs and Note Books in Windows 2000,   Windows XP platforms
* Configuring & installing different customized software for different users.
* Antivirus protection using MacAfee.

***Academic QUALIFACTION:***

* CLASS X U.P. Board, Allahabad
* CLASS XII U.P. Board, Allahabad
* Graduation (B.Sc) Veer Bahadur Singh Purvanchal University
* MBA (IT) Sikkim Manipalpur University

***PROFESSIONAL QUALIFACTION:***

* **Diploma. In MCSE, CCNA, A+, N+** from “Info Park”, South-Ex, New Delhi-110049.
* **ADCA (Advance Diploma in Computer Applications)** from UPICA (Uttar Pradesh Institute of Computer Applications). Gurubagh, Varanasi

***Technical***

* Hindi Typing Speed (35 W.P.M),
* English Typing Speed (40 W.P.M)

***PERSONAL DETAILS***

Date of Birth : 05\04\1987

Gender : Male

Marital Status : Married

Languages Known : Hindi & English

Date:

Place: (Vinod Tiwari)