## UPENDER KUMAR

19/211, west Sagarpur New Delhi 110046 Phone: 9958257943

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**CAREER SNAPSHOT**

Strong Technical Support Team Leader offers a wealth of technical knowledge and the ability to lead a technical support team. Professional possesses extensive knowledge and keeps constantly updated on changes in the field to remain current. Offers seventeen years of experience and excellent customer service skills.

**FUNCTIONAL SKILL AREAS AND KEY STRENGTHS -**

* Windows Server 2003/2008/2012 | Windows XP, 7, 200,Vista, 8 | MS Office
* Ability to work without supervision and to take initiative.
* Customer service oriented – Good communication skills used to support various technical issues and Desktop /Servers operation queries.
* Efficient problem solving and multi-tasking abilities.

**MAIN TECHNICAL SUPPORT FUNTIONS -**

* Provided technical support, including identifying problem incidents with their subsequent resolutions.
* Assisted company personnel with desktop operation, including both hardware and software.
* Administered creation of IT accounts and computer systems and offered support.
* Administration up-to-date inventories (Desktop, Server, and Laptops etc.)
* Responsible for Backup of all servers (Daily Basis) and for Critical Users (As per schedule).
* Provide Remote support at system end and Telephonic Calls Support at user end across organization
* Windows 10, 8, 7 & XP troubleshooting.
* Troubleshoot Application Freezing and Slow PC performance.
* Scanners (Kodak, HP& Xerox MFD) driver installations and troubleshooting.
* All type of Printers driver installations and Troubleshooting.
* Installing, configuring and troubleshooting of mail client MS Outlook.
* Troubleshooting of Network issues like Network connectivity, Internet

**EXPERIENCE**

**Desktop Support Engineer 28 Dec 2017 to Till the date**

on project of **Airport Authority of India** **E - 81 Sector 6 Noida Uttar Pradesh – 201301**

**Corporate InfoTech Pvt. Ltd.**

**Assistant Manager Desktop support (Kiosk Operations) Since Sep 2010 to Feb 2017**

**Fresh pay IT Solutions Pvt. Ltd. (QIWI) – Gurgaon, Haryana**

**Our Responsibilities**

* Responsible for technical issues related with support.
* Implementation of s/w and ensuring proper hardware response using h/w API.
* Processing system S/W and H/W support and maintenance organization.
* Managing the process of kiosk management, installation and operation and production.
* Inward & outward movement of goods.
* Dispatch the kiosk and other parts on time with proper packing, & proper documentation & coordination with transportation.
* Physical Inventory checking on Monthly basis.
* Keeping track of all consignments which is in Transit
* Physical Inventory checking on Monthly basis.
* Provide all information as required by customers on day –to-day basis.
* Preparing MIS on monthly basis for non-moving & slow moving stock.
* Responsible for timely availability and inventory management of all materials.

**News Video Editor** Oct 2008 to Aug 2010

**Trivani Media Ltd.** Voice of India Hindi News Channel – Noida

**Desktop Engineer & MIS Executive** Aug 2007 to Aug 2008

**Gopal Group Of Industries** Wazirpur Industrial Area New Delhi-52

**EDP Manager**  May 2005 to July 2007

**C-Net Communication (I) Pvt. Ltd**. Mayapuri Industrial Area, New Delhi.

**Hardware Engineer** Feb 2001 to March 2005

**MTNL.** MTNL Bhikaji Cama Place New Delhi-66

**EDUCATION**

Graduation from Delhi University (B.A. Pass)

**ADDITIONAL QUALIFICATIONS**

* One year Hardware and Networking Course Form Comptech India Badarpur New Delhi.
* Six Month Computer Software Course from Rotary Computer Center R.K. Puram New Delhi.
* CIC certificate in computing from (IGNOU).
* Video Editing Course from International School of Media Study (ISMS) Sector 60 Noida.

**PERSONAL DETAILS**

Father’s Name : Late Sh. Geetam Singh

Marital Status : Married

Nationality : Indian

Languages Known : English and Hindi

Date of Birth : 26th Sep 1976

Date -

Place – Signature

(**Upender Kumar**)