**Resume**

**ASHISH** **TIWARI**

**H.No:- B 30b Sunicity Sec-54, Rapid Metro**

**Gurgaon, Haryana-122001 (India)**

**Mob: +91-9716319904**

**Email: - ashishtiwariaec@gmail.com**

**Career Objective:**

To obtain a position that will allow me to utilize my technical skills, Experience and willingness to learn in making an organization successful.

**Professional Synopsis**

|  |
| --- |
|  |
| A dynamic professional with around 5 years of experience in Software Handling, Website Management, Background Screening, IT administration, Infrastructure Management and Team Management.  A keen planner, strategist & implementer with demonstrated abilities in IT infrastructure planning and management for streamlining business operations.  Proven skills in managing teams to work in sync with the corporate set parameters & motivating them for achieving business and individual goals.  An effective communicator with excellent relationship building & interpersonal skills. Strong analytical, problem solving & organizational abilities. Possess a flexible & detail oriented attitude. |

**Professionals** **Experience:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Company Name (On Payroll)** | **Client Site Name** | **Designation** | **Duration** |
| Magna infotech Pvt. Ltd. | Walmart India Pvt. Ltd. Gurgaon | Associate Engineer | April 2017 to till Date |
| HCL Infosystem Pvt. Ltd | ITC Hotels (Gurgaon) | Associate Engineer | May 2015 to April 2017 |
| Himadi Solutions Pvt. Ltd | - | IT Administration | Oct 2013 to May 2015 |

**Work Experience Details:**

**Magna InfoTech Pvt. Ltd Technical Associate Engineer since April 2017**

***Client Site: Walmart India Pvt. Ltd***

**Technical Skills:**

Good Knowledge of Windows 2012 Server, DHCP, DNS, Active Directory.

Good knowledge of Hyper-V, Office-365

* + - * Good Knowledge of **MacBook issue. i.e. OS version High Serra 10.13 and Mojave**
* Providing basic application support like :- **Eco-green, M-track, Smart, SQL Assistant, SAP**.
* Coordinate for the **BYOD** (Bring your own device) access
* Providing remote support to remote users with the help of remote tools and over the phone. (Remote tools: - **WebEx, RDC, window remote assistance**).
* Handling Air Watch Console for adding, deletion and troubleshooting.
* Migration of Users to **O365. (Outlook and Air Watch**)
* **Bit locker** encryption and troubleshooting

Data Backup of laptop user profile & files server daily, weekly and Monthly.

Lo**t**us Notes Configuration also in Black berry / iOS/Android phones/ Client Machine.

 Outlook 2013 configuration and Office 365.

Regularly Monitoring and capturing server log files.

Manage SQL-Database creation, backup, restore, migration, and authentication activities.

VPN / **Yubikey** troubleshooting and configuration.

* Video Conferencing Presentation Support, **WebEx, Zoom**.

**Roles Responsibilities:**

Imaging or Installation of Operating Systems (Win 7 & Win 10) Supported Hardware by Network or USB Drive.

* Providing remote and desktop support only to Entire Senior Management **i.e CEO, Sr. VPs & VPs**
* Remotely Installation/Configuration and chat support- Troubleshooting and Hosting of Applications, Outlook Mail, Lotus Notes Mail at server or Client system.
* Troubleshooting with MacBook, Imaging MAC OS and configuration.
* Solving queries of users by mails and phones.

Handling the escalated calls (IT-Tickets) given by the L2/L3 and VIP user’s and resolving the Ticket’s as per defined SLAs.

Troubleshooting of hardware/software and completely application related issues.

Installing & Imaging/Re-imaging OS & application software in the desktop/laptop.

Installation Install, upgrade, support and troubleshoot for printers, computer hardware and any other

Authorized peripheral equipment

Configure TCP/IP and troubleshooting internet connectivity.

To resolve the technical query of users as on daily basis related to hardware, software & network.

Installation, configuration and troubleshooting of mail client exchange.

Installation and maintenance of Anti-virus software and check window’s patches in client machines.

Troubleshooting on MS-office 13/16 product, WinZip and VLC.

Installation, Configuration and troubleshooting of MS Outlook 13/16 and IBM lotus notes.

* Daily Backup Activity of file server and database/application server.
* Returns defective equipment/parts to maintenance inventory, documents customer repairs, maintains and restocks assigned parts inventory to insure proper spare parts levels.
* Works with vendor support contacts to resolve technical issues within the desktop environment
* Install, upgrade, support and troubleshoot for printers, computer hardware and any other authorised peripheral equipment.
* Security Management using User Rights, Local Group Policy, Local Account Policy, Yubikey Hard/Soft Token.
* Configuring, Managing and troubleshooting AD related issues.

**HCL Info system Associate May 2015 –March 2017**

***Client Site: - ITC Hotels Division***

Responsibilities:-

* Providing Technical Remote support for PAN India end users on client Site ITC Hotels.
* Focusing on the Service Delivery, to resolve the tickets and Service requests on time within SLA.
* Managing Service desk SLA’s (like ACD/Mailbox/CA tool).
* Knowledge of Windows 2003 Server, DHCP, DNS, Active directory
* Data backup of file server daily, weekly and monthly.
* Regularly Monitoring and capturing Server log files.
* Handling the escalated calls given by the L1 engineers and resolving the Tickets as per the defined SLA.
* Good Experience of Lotus notes 8.5, 8.5.3 and 9.0
* Symantec Endpoint Protection Encryption, Patch update through Altrix, Symantec enforce Antivirus

**Himadi** **Solutions** **Private** **Ltd. Delhi System Executive Sep 2013–March 2015**

* Installation/Configuration, Troubleshooting of systems, Outlook Mail at server or Client system.
* Assembling of Desktop and laptops, Configuration of Desk phone.
* Maintence of website and hosting by File Zilla.
* Manage SQL-Database creation, backup, restore, migration, and authentication activities.
* Creation of Vendor MIS data in excel sheet.

**Additional Technical Skills:**

* Good Knowledge of Windows 2012 Server, DHCP, DNS, Active Directory.
* Backup and restore of Active directory, users and group
* Installation and configuration of DNS DHCP and active directory

**Educational** **Qualifications**

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualification** | **College/Board** | **Score** | **Year** |
| Master of Compute Application(MCA) | Anand Engineering College, Agra. (U.P.T.U.) Lucknow | 62% | 2013 |
| B.C.A. | A.I.I.M.S. College, Agra. (Dr. B.R.A. University) Agra | 65% | 2010 |
| Intermediate (P.C.M.) | U. P. Board | 51% | 2007 |
| High School | U. P. Board | 52% | 2005 |

**Professional Training:**

1. **Professional Course Name: -** MCSA Windows Server 2012

**Duration: -** February 2017 to April 2017 **Location: -** SSDN Technologies

1. **Professional Course Name: -** Industrial Project Dot Net Training

**Duration: -** January 2013 to Jun 2013 **Location: -** Tata CMC Ltd Noida

1. **Professional Course Name: -** Visual Basic Training

**Duration: -** 3 Months **Location: -** Agra

**Strengths**:

* Strong Communication, interpersonal, Innovative thinker, learning and organizing skills matched with ability to manage stress, time and people effectively.
* Good adaptability and positive attitude to work with group.

**Hobbies & Interest:**

* To reading exploring thoughts of great persons, Net Surfing.
* Planting, Walking & meditation for developing creativity by natural way.
* Playing mind tracking game like chess and interested in solving, analyzing programming concept

**Personal Profile:**

**Father’s name :** Mr. Kamlesh Prasad Tiwari

**Date of Birth :** 12-Feb-1991

**Born City :** Mathura

**Sex :**  Male

**Marital Status :**  Single

**Languages Known :**  English, Hindi

**Nationality :**  Indian

**Permanent Address :** 302, Sapt Reshi Nagar General Gunj Mathura (U.P) 281001

**Mobile :** +91-9716319904 (Self)

**E-Mail :** [ashishtiwariaec@gmail.com](mailto:ashishtiwariaec@gmail.com)

**Declaration**

**I hereby declare that the information furnished above is true to the best of my knowledge.**

**Place:**

**Dated: (Ashish** **Tiwari)**