**Om Shankar Patel**

Ranchi 834001

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**Email:-osp236@gmail.com**

**Objective**

To obtain a position as a Desktop Support Engineer with Atech utilizing software, hardware and troubleshooting experience in order to provide the company with a solid IT support.

**TECHNICAL SUPPORT SKILLS**

* **Operating Systems:** Windows XP, Win7, Windows 8, Windows 10.
* **Application:** Microsoft Office 2007,2010,2013 (Word, Excel, Power Point, Outlook)
* **Hardware and** **Networking:**
* Assembling and troubleshooting of hardware devices.
* Installation of all **Microsoft Windows Series** (Win7, Win8, Win10, Server 2008, 2012.).
* Microsoft Windows maintenance, dual booting, updating antivirus, updating windows.
* **MS outlook** configuration, backup, restore and troubleshooting.
* Disk Management, Partitions, Folder sharing, Access Permission
* **Printer** and **scanners** installation and troubleshooting.
* Modem configuration and Data Cards installations.
* Basic networking, Configuration of **TCP/IP** setting,
* Remote desktop and remote assistance.
* Cabling and **LAN** troubleshooting.
* IP Phone troubleshooting.
* Installing and configuring windows server Active directory.
* **DHCP** (Dynamic Host Configuration Protocol), **DNS** (Domain Name Service).
* Basic knowledge of electrical wiring and voltage and earthing management ups battery checking.
* Familiar with web technology HTML, CSS, Java.
* Installation of JDK, Netbeans, Visual Studio, SQL Server etc.

**WORKING EXPERIENCE**

◇ Currently working with HBR SOLAR INDIA PVT LTD as a IT Executive from Dec 18 to till Now.

Worked For Pratap Technocrat’s pvt Limited As a **iSP** Engineer from Apr 18 to Jul18. ◇ worked CMS IT SERVICES Pvt. Ltd. as desktop support engineer from Jun, 2016 to Apr 18.

* Over 9 months work experience in telecom field as Field Engineer in **Rocket** **Teleservices** from sep15 to may 16.

**responsibility**

* Need to familiar user to the different Software.
* Installing different types software as per user required.
* Troubleshooting, assembling and dissembling of hardware devices.
* Installing Microsoft Operating system, updating and maintenance.
* Configure, backup and troubleshooting of outlook.
* Provide technical solutions and troubleshooting services on need basis.
* Basic LAN/WAN connectivity and internet troubleshooting.
* Supporting the following technologies:- Microsoft Office products- Outlook, word, excel, power point, Internet Explorer, Netbeans, visual studio, SQL server etc.

**Educational qualification**

* **B.Tech** from Ranchi University in 2015 with 65.5%
* **12th** from M.C.C Hazaribagh in 2010 with 47.8%.
* **10th** from JAC Board in 2008 with 66%.

**Personal Details**

Father’s name : Premchand Mahto

Date of Birth : 06/08/1992

Marital status : Single

Nationality : Indian

Language Know : English and Hindi

Hobbies : Watching Cricket & Listening Music,

Strengths : Quick adaptability, Dedication, Self-motivated.

**Declaration**

* I declare that the above facts given by me are true to the best of my knowledge and belief.

Date **(Om Shankar Patel)**