**RESUME**

Om prakash

Mob: +91-8882853538, 8178720021 ~ E-Mail: ***omprakashdos2013@gmail.com.***

E-21 Phase-1,New palam Vihar,Gurgaon(122017).

**Career Objective**

I aspire to work with a growing organization where I can enhance and use my skills in a best possible way.

**IT Support engineer.**

Dedicated IT Helpdesk professional currently providing Remote support engineer in a 1000+users environment. Troubleshoot, Resolve and document user help requests for Desktop, Laptop, network and peripheral problems.

**Expertise:-**Technical troubleshooting, -System upgrades and optimize, -End user Training, -Security, backup &Recovery solutions, -Virus Detection, removal and prevention, -IT Infrastructure and performance tuning, -Relationship management.

**Professional Experience**

* Currently working in **IBM Pvt. Ltd.** as a **IT Support Engineer** on behalf of **infinite computer solutions** Pvt. Ltd. Since 7th JAN, 2019 till Now.

**Project Handled:**

Project Name :-Phoenix

Environment:-Windows server 2008R2, windows 10,windows7, MacFee Server, Symentec Server.

Networking:-LANs, MANs, WANs, TCP/IP, DHCP, DNS, HTTP, VPN, Cisco Router & Switches, Firewalls, Active Directory Domain controllers .

Hardware:-Desktops, Laptops, Surface, Mac, Printers, Scanners, Projectors and Other devices.

**Role and Responsibilities:**

* Responsible to creation and deletion generic machines and users on **Active Directory**.
* Responsible to change OU Path of machines and users on AD.
* Create user's machine in specific domain & troubleshooting issue like “ TrustRelationship error”
* Responsible to provide remote/local end-user support to Users within SLA.
* Responsible to perform troubleshooting and resolution to address various Windows related issues within SLA.
* Responsible to build and configure the laptops for users.
* Responsible to install, configure and Troubleshooting of **Outlook** .
* Responsible to provide access to User IDs from server end e.g., Share Folder, Printer, Wi-Fi, USB, Administrator, CD-ROM, User ID OU movement, IP Change rights, C&D drive access, Proxy Change access rights etc. as per e**SR**.
* Responsible to install software remotely/locally e.g., Client/Vatika users.
* Responsible to enabling, disabling and configuration of **SafeBoot** with MacFee end point encryption on client machines.
* Responsible to provide SafeBoot recovery to users.
* Responsible to manage, install and configure the VPN.
* Responsible to install and update the Symantec anti-virus on user's machine.
* Responsible to create, Delete and manage users on Symantec server.
* **Netcomm enterprises(JAN-2016 to DEC-2018)**

***Role and Responsibilities***

* Working as IT Helpdesk Desk Engineer at Vatika Limited.
* Responsible to build and configure Laptop and desktop for users.
* Responsible to install and configure **IBM** **Lotus notes 8.0**.
* Responsible to install basic software as per user requirement i.e.office7,adobe acrobate, Autocad etc.
* Responsible to install Local printer and Network printer.
* Responsibe to create users on Active directory.

**Professional Skill**

* Good knowledge on Active Directory(DC,ADC,CDC and RODC,), DHCP, DNS, Hyper- v, Web services(IIS), WDS, Print services, Remote services, GPO, RRAS,FSMO,DFS,LDAP etc,
* Good Knowledge on OSI Model, TCP/IP Model, Network Devices, HUB, Switch(VLAN,VTP configuration), Router, RIP, OSPF, ACL, BGP, etc.
* Knowledge in Microsoft Excel(H-Lookup and V-Lookup), Power point, word etc.

**Professional Qualification**

* CCNA **& MCSA from SDN technology, Gurgaon.**

**Academic Qualification**

* Passed B.TECH (ELECTRONICS &COMMUNICATION ENGG.) From M.D.U, Rohtak with 62% In 2014.
* Passed 12th From B.S.E.B, Patna with 63% in 2010.
* Passed 10th from B.S.E.B, Patna with 65% In 2008.

**Strengths**

* Positive Attitude & Logical Approach.
* Team player & Good co-ordination skills.
* Hardworking & Punctual.
* Self-motivated and determined to do well constantly.

**Hobbies**.

* Listening to music.
* Watching Videos .
* Playing Cricket.

**Personal Profile**

Date of Birth : 10-Jun-1993

Father’s Name : Shri- Birendra Prasad singh

Gender : Male

Nationality : Indian

Languages : English, Hindi.

Mob. No. : +91-8882853538

**Declaration**

I hereby declare that the information provided above is true to best of my knowledge and belief.

Om prakash.