**Saroj Kumar**

**Email:- Saroj.kr0812@gmail.com**

**Mobile:- +918083933241, 7903354935**

**Permanent Address :-**

S/O Late. Vijay Kumar Ram

Village - Sarana,

P.O. - Bhalunidham Dist.- Rohtas

Pin code-802218, Bihar.

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**Objective:-**

* To be associated with an organization that gives me ample opportunity in applying my knowledge and skills and to be a part of a team that dynamically contributes towards the growth of the organization.

**Work Experience:**

* Having totaled experience 6.6 Years in the field of IT Infrastructure .

# Professional Profile:-

Working with **Creative Info link Pvt. Ltd** .as (Sr. Customer Support Engineer) from 1st June to till Now ,

Working with **Vara United Pvt Ltd.** .as ( IT Admin in India Power Corporation Bodhgaya Limited, as a group Company of vara united pvt ltd ) from 1June 2017 to May 2018 ,

Working with **Creative Info link Pvt. Ltd** .as (Customer Support Engineer) from 14-June-14 to 31 May 2017,

Worked with **HCL Service Ltd**. as Customer Engineer from April -03 -2013 to 13-June 2014,

Worked with **HCL Infosystems Ltd.** as Customer Engineer in New Installation Group from April 02, 2012 to April 02, 2013.

**1:-Organization: - Creative info link Pvt. Ltd**

**Job Profile:-Working on client side:-India power Corporation (Bodhgaya) Ltd**

**Roles and Responsibilities:-**

**As a Network Administrator at India power Corporation (Bodhgaya) Limited,**

1.To make available IT equipment’s/accessories based on company’s requirement, in minimum cost under budgeted limits.

To ensure expenditure under budget.

2. TCL MPLS & BSNL Link monitoring for respective location

3. E link and Éclat offline client management and Service-desk Management

4. Attending Support phone calls.& logging the Call.

5. Local & OEM vendor Co-ordination for related issues with respective vendors.

6. User Data Backup on external drive / file server & restoration.

7. Monitoring WSUS Server for Regular updates, checking & creating daily & monthly reports, Analysing any new threat found and resolves that.

8. Monitoring the Escan Agent and analysing any new threat found and resolves that.

9. Knowledge of SAP 7.4 version in CS module and connectivity with centralized server

**2:-Organization: - Vara United Pvt. Ltd**

**Job Profile:-Working on side:-India power Corporation (Bodhgaya) Ltd (As a Group Company of Vara United Pvt Ltd. )**

**Roles and Responsibilities:-**

**As a Admin IT Infra at India power Corporation (Bodhgaya) Limited.**

1. Local & OEM vendor Co-ordination for related issues with respective vendors.

2. User Data Backup on external drive / file server & restoration.

3. Monitoring GUP and WSUS Server for Regular updates, checking & creating daily & monthly reports, Analysing any new threat found and resolves that.

SEPM Console Monitoring for daily updates along with client updates.

4. Planning, Installation, administration, Networks & maintenance of systems hardware and software and related infrastructure of 150 to 200 Branded & Assembled Computers including Laptops in the Domain as well as Workgroup environment within Windows Platform.

5. Configuring Outlook and Lotus Notes Mail Account as well as taking Backup of Emails including address files.   
6 Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.  
7 Repair and recover from hardware or software failures. Coordinate and communicate vendors if is in Warranty.  
8. Providing technical support/troubleshooting for day-to-day operation to users on LAN and standalones Machines via personally or Telephonic or REMOTE DESKTOP OR VNC SOFTWARE OR NET MEETING

Checking & creating daily & monthly reports.

Analysing any new threat found and resolves that.

**3:-Organization: - Creative info link Pvt. Ltd**

**Job Profile:-Working on client side:-India power Corporation (Bodhgaya) Ltd**

**Roles and Responsibilities:-**

**As a Network Administrator at India power Corporation (Bodhgaya) Limited,**

Network Monitoring net flow Analyser 9 Pro software

Desktop & Laptop / Network (LAN & WAN) / User requirements

1. New OS Installation, repairing of OS and installation of approved list of application along with data backup and restoration.

2. Desktop & Laptop trouble shooting and addressing hardware Incidents

3. Printer/Scanner/ Other accessories Installation and troubleshooting.

4. Nil complaints from internal stakeholders and Server , Antivirus Management ,Server Monitoring and hardware Issue Resolution as & when required.

**4:-Organization: - HCL Services Ltd.**

**Job Profile:-Working as a Customer Engineer on client side:-State Bank of India - BFSI Segment**

Hardware Break Fix Support - Desktop (HCL/HP), Intel Servers (HCL/HP/ACER) , Peripherals.

Customer base from Govt. Corporate, Media, BFSI & Education across 16 Districts of Bihar.

Lead Team Size 4 Associate Engineers.

OS Support on Windows /Linux, cent os6, etc.

Providing technical support/troubleshooting for day-to-day operation to users on LAN and standalone Machines via personally or Telephonic Server ,PC,s printer ,Cisco Router, Switches ( Cisco , HP Layer 3 switch ), Remote Resolution Centre, Implementation Server With RAID 6 of SBI CBS Branches (150 Branches), x86 ,64, Servers 2008, (HCL ) , PNB CBS Branch, United Bank ,Union Bank, Allahabad bank, Central Co-Operative Bank, Civil Court under HCL project of HCL Server With Suse Linux Server , HP Layer3 Switch installation & Configuration and Linux (I did work in the 16 District of Bihar for Servers, systems, printers & network device Installation and support of Ubuntu and TC client OS in the Civil court in Bihar and PNB,SBI,UTBI, UBI, PHC, DRDA. )

**5. Organization- HCL Infosystems Ltd.**

**As a Customer Engineer**

Installation OS in new System , Printer, application software windows98,Win XP , Win 2k3 Server 2k8, Cent OS and Ubuntu Linux 10.04, 12.04. Installation in the 20 district with good working mode completed on the customer place (PNB, SBI, UTBI, UBI, PHC, DRDA.)

# Professional Qualifications:-

# Hardware & Networking: - RISHIKOOL HARDWARE & NETWORKING INSTITUTE DOCTOR’S COLONY KANKARBAGH PATNA with 69.00%

* A+ Hardware & maintenance
* N+ Basic of networking
* MCITP (2008) (Global Certification from **Microsoft** in MS 2012 Server , Candidate ID MS0611614009
* Red Hat Linux (RHCE)
* CCNA

**Educational Qualifications**:-

* **MCA** (Distance ) Pursuing From Jaipur National University , Jaipur (Pursuing )
* **BCA**  GAYA (Govt.) College Gaya affiliated to Magadh University, Gaya in **2012** with 63**.00%.**
* **INTERMEDIATE** From Sarvoday College Ganjbharsara affiliated to BSEB Patna, in **2009** with **50% (PCM).**
* **HIGHSCHOOL** from Baldeo High School Dinara, affiliated to BSEB Patna in **2004** with **53.00%.**

# Personal Details:-

**Language Known**  **:** English, Hindi, Bhojpuri

**Marital Status**   **:** Married

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

**Date -**

**Place – GAYA (Saroj Kumar)**