**Piyush Chaturvedi**

**Email:** **piyushchaturvedii6398@gmail.com**

**Phone:** 6398975220

**Current Location:** Noida

# Career objective:

To work for an organization which provides me the opportunity to enhance my knowledge and utilize my skills for the development of organization and for personalgrowth.

# Professional Summary:

* Responsible for Technical Support, including identifying and resolving Daily basic technical issues occurring in Laptop, Desktop, Printer, Windows & LAN and Wi-Fi Network.
* Good hands-on experience Backup& Restore of Mails, Profiles in Mailing Client MS Outlook.
* Support Software, Application related issue of In-house & Outstation User via Remote Desktop Tool.
* Comfortable to work in different shifts and 24/7 environment.

# Work Experience:

* Company:Adeptia India Pvt Ltd(Payroll Company Innovative Digitech Services)
* Designation: Desktop Support Engineer
* Duration: 12th October2020 to Till Now.

# Job Responsibilities:

* I was giving support of 245 systems including Desktop, Laptops, Local and Network Printers.
* Remote Management through Team Viewer, VNC, Remote Desktop to solve Windows and Software issue.
* MS Outlook, configuration, management and troubleshooting, backup/restore.
* Installation and troubleshooting of all kinds of applications used in Company .
* Handling customer escalations and proving solutions for the same.
* Troubleshooting issues in Mails, operating systems, software/application, servers and networking device.
* Configure access to Shared Folders, manage shared Folder Permissions, Configure file System Permissions, Ownership of files and folders.
* Installation, Customization and Administration of Windows Windows 7 and Windows 10.
* Configuration of New user Profile, IP Address and LAN.
* Installations of Scanner, Printer of different Vendor (HP, & Cannon) and troubleshoot the Setting and Configuration.
* Mobility solution like configuring Apps, Emails of Samsung, I-PAD, I-Phone.
* Video Conference facility support (Webex, Microsoft Teams etc)
* Vendor Management - Coordinate with vendors for hardware/Software/Network calls.
* Inventory Management - to compile complete inventory of IT equipment’s.

# Education Qualifications:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Degree** | **Board** | **Collage/School** | **Year** | **Percentage/CGPA** |
| B. Tech.  (Computer Science) | UGC | Sanskriti University | 2016-2020 | 6.54 |
| Intermediate  With(PCM)) | UP Board | St. Judes HSS Badam Garhi Nera(Mathura | 2016 | 69% |
| High School | UP Board | Maa Bhagwati Devi Unchagaon Rashmi Hathras | 2014 | 76.66% |

# Personal details:

**DOB :**15thMarch 1998

**Father Name** **:**Late. Shri.Mintu Chaturvedi

**Language Known** **:**Hindi & English

**Gender :**Male

**Nationality :**Indian

**Marital Status :**Unmarried

**Declaration:**

I hereby confirm that the above mentioned details are correct up to myknowledge.

**DATE :**

**PLACE:**