**CURRICULUMVITTAE**

Kiran

Kiran.347505@2freemail.com

IT SKILL SET

SOFTWARE: Kodak Capture Pro, DocCapture

OPERATING SYSTEM: Windows Server 2008/2003/, Win7/ Win XP/ Win 2000 Professional.

HARDWARE: Document Scanner and Flatbed Scanner (Kodak i1420, i1320, Avision 210, 220, 200G, 220 C2, 220 C2+, 220 G, 8050s), Printer (Ricoh Aficio mp1600 Le, Contex Chameleon TX 3600, Toshiba e-studio 167, HP 1020/4355

APPLICATION: Outlook, MS-Office Product, Kodak Imaging Professional, Irfanview, Adobe Suite, other industry standard application.

PROFESSIONAL EXPERIENCE:

HOMESHOP18.COM: Noida (Utter Pradesh)

Worked as a Customer Care Executive

Year April 15th 2014 to Feb 6th 2017

Role and Responsibility: My job profile is to convince customer who wants to cancel product due to misinformation, product receive as per not requested, handling irritated customers change data of customer as per their request and other inbound queries.

JAYATMA INFORMATICS Pvt Ltd: Ahmadabad (Gujarat)

Worked as a IT Engineer cum Document Imaging Specialist

Project: Airtel, July 2010 to Aug 2013- Ahmedabad

Role and Responsibility:

* Configuring the Kodak Capture Pro software for new user/client machine.
* Install, Configured, Upgraded, Maintain, Troubleshoot/Repair all internal Workstations, Scanner, Printers, Applications.
* Diagnosing, repairing, maintaining, and upgrading all scanning hardware and software and assuring the quality control of corporate images and files
* Responsible to represent Scanning Demo, all major formats such as TIFF, JPG, PDF, and OCR at Client site, to go various location of company’s project in India.
* Train and Technical advice to operators/employers with simple scanning troubleshooting techniques.
* Travelling to client sites to help with installs deployment and troubleshooting.

JAYATMA INFORMATICS Pvt Ltd

Worked as a IT Engineer cum Document Imaging Specialist

Project: PACL, Sep 2009 to May 2010 -Delhi

Role and Responsibility:

* Travelling to client sites i.e. (Max Life Insurance, Aviva Life Insurance, and Sify Technologies) to help with installs deployment and troubleshooting Scanner’s, PC’s and Printer.
* Perform scanning task on complex conversions utilizing specialized equipment, high speed equipment and/or flatbed scanning.

Capital Business System Limited: Delhi

Worked as a Desktop Support Engineer/ System Administrator Support

Project: LIC EDMS May 2007 to Sep 2009- Indore (Madhya Pradesh)

Role and Responsibility:

* Assists in the planning, design, documentation, and implementation of various systems to include Desktop PC’s, server 2003, network equipment and software application.
* Maintain user access administration
* Responsible to create new users, resetting passwords and lock/unlock user accounts.
* Installing and operating windows desktop and windows server 2003 operating systems.
* Responsible to take SQL 2005 database backup on day to day basis.
* Responsible to Applying patches in accordance with company procedures.
* Quickly arrange repair for hardware in occasion of hardware failure
* Responsible to manage and maintain scanned document quality, document scanner, flatbed scanner and printer.
* Travelling to client sites to help with installs deployment and troubleshooting.
* Make frequent visit to branch offices for repair and technology needs.
* Manage inventory control of IT equipment and systems at all assigned facilities.

Dimension Private Limited: Delhi

Worked as a System Hardware/Network Engineer

Mar 2006 to Apr 2007

Responsibility:

* Responsibilities included problem detection and solving, fixing, and reinstalling software and hardware.
* Troubleshooting, diagnosed, installed, upgraded, configured and repaired computer system and network components.
* Responsible to maintain and troubleshoot Network connectivity (LAN), Internet Protocol (IP) issues

**EDUCATION QUALIFICATION:**

* Higher Secondary Certificate from West Bengal Board of Higher Secondary Education.
* Secondary School Certificate from West Bengal Board of Secondary Education.
* Diploma in Computer Hardware and Networking from CMS Institute of Delhi.

**Personal Details:**

Date of Birth: Feb10th 1979

Gender: Male

Nationality: Indian

Marital status: Single

Hobbies: Hiking

Visa Status: Visit Visa