**Nirmal**

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**Career Objective**

**“To keep up with the cutting edge of technologies”** Double graduate with 5+ years’ experience looking forward to work in an organization where my abilities and skills will be valued, upgraded and challenged to the fullest potential.

**Key Skills and Attributes**

* **Personal:** honest, trustworthy, respectful, patient, positive thinker, reliable, and able to work well under pressure
* **Computing:** Graduate diploma in computing and intermediate to advanced MS Office and Outlook, Exchange server.
* **Networking:** 1 year diploma in networking with wired and wireless connections with hand on server, Active directory , DNS and DHCP.
* **Customer relationships:** proven ability to establish rapport with customers from previous work at a dairy shop in New Zealand.
* **Leadership:** Proven experience as a group leader for project completion in the final term of graduation. Project was named as “performance evaluation of network”.
* **Team player:** Worked as team member in large team of 90 people for Air New Zealand lounge.
* **Customer service:** able to maintain high levels of customer satisfaction and effectively deal with customer.



**Experience**

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| **Steward in Air New Zealand lounge. Auckland, NZ October 2014 – Sept 2016**  *Company Profile: SkyCity operated catering services to Air New Zealand lounge providing extensive services to the customers visiting the lounge giving a wow experience.*  **Responsibilities:**   * Taking utmost care of travelers using Air New Zealand lounge. * Making sure the environment of lounge is always possessing the health and safety rules. * Core responsibility for receiving delivery of goods and take care of store and stock. * Assisting the concerned person in ordering goods. * Maintaining a clean, calm and peaceful environment all the time.   **Paid Apprenticeship as Helpdesk Support Aug 2014 - Oct 2014**  **at National Technological Institute** **Auckland, NZ**   |  | | --- | | *Company profile: NTI is a college in Auckland for Information technology.* |   **Responsibilities:**   * Configuration of modems, switches, hub in the college network. * Setting up restrictions on network as per college norms * Installs and tests computers and related network hardware in a LAN/WAN environment. * Providing IT support to computer users within the college and campus. * Installation of MS Office and other programs.   **Kitchen hand at Indique restaurant**. **Oct 2013 - Aug 2014**  **Auckland, NZ**   |  | | --- | | *Company profile: A restaurant serving authentic Indian food in Auckland.* |   **Responsibilities:**   * Maintaining the hygiene of restaurant. * Helping chef’s in all aspects of preparing food. * Maintaining a clean, calm and peaceful environment all the time.   **Assistant at Abdullah convenience store**. **June 2013 till Oct 2013**  **Auckland, NZ** |
| *Company profile: A convenience shop right on the busiest Queens street of Auckland.* |

**Responsibilities:**

* Selling products as per requirement of the customer.
* Monitoring business activities, studying the outcome of shop
* Planning and working with a team towards meeting sales targets and budgets
* Coordinating the day-to-day sales efforts of shop
* Confirming and arranging refunds as per shop policy.

**Network Administrator at IT World**. **July 2011 till May 2013**

**Rayya, Punjab**

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| *Company profile: IT World is an information technology firm dealing in hardware and networking.* |

**Responsibilities:**

* Planning, design, documentation, and implementation of various systems to install and maintain desktop PC's, servers, network equipment, and software applications.
* Monitor plans and coordinates the distribution of client/server software and service packs.
* Makes recommendations for new equipment and services to purchase and works with various vendors for procurement.
* Perform on-site and remote technical support.
* Assist in the organization of all hardware and software resources.
* Designs, installs, upgrades, configures, and repairs local and wide area network hardware and infrastructure.
* Make frequent visit to client's offices for repair and technology needs.
* Installs and tests computers and related network hardware in a LAN/WAN environment.
* Providing IT support to computer users within the office or campus.



**Education**

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| **Diploma in Business Management (Level 7)**  Kiwi institute of training and education, Auckland | **2015 - 2016** |

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| **Diploma in computing (Level 7)**  National technology institute, Auckland | | **2013 - 2014** |
| **Diploma in Electronics Communication Eng.**  **Lord Krishna Polytechnic College - Punjab, India** | **2007 - 2010** | |



**Technical Skills**

* Computer Hardware Architecture, Networking and Windows XP, windows 7/8/10, Wintel and Exchange Servers.
* MS Visio, MS Office, Microsoft Outlook, Google Sketch, VMware, Oracle Box.
* Proficiency in TCP/IP protocols.
* Windows server 2008/2012 R2, windows, Linux, Ubuntu installation and Virtualization.
* Project management.
* Information security.
* Maintenance of Network and computers, Active Directory (AD), DHCP, DNS, IIS and Group Policy.

* **Accomplishments**
* Successfully completed final term project of "Performance evaluation of 802.11n and 802.11g".
* Completed 2 months training in Information security and Ethical hacking.



**Referees -** available on request