**GURPREET**

[**GURPREET.372862@2freemail.com**](mailto:GURPREET.372862@2freemail.com)

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| **Professional Qualification** | | | |
| **Examination** | **Year** | **Board/University** | **%** |
| 3 Years Diploma in Computer Engineering | 2007 | P.S.B.T.E & IT Chandigarh | 66% |
| **Academic Qualifications** | | | |
| **Examination** | **Year** | **Board/University** | **%** |
| 12th | 2003 | PSEB | 59% |
| Matriculation | 2000 | PSEB | 65% |

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| **Professional Certifications** | |
| CCNA | CCNA Certified |
| MCSE | MCSA Certified |

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| **Work Experience** | |
| **ISON BPO India Pvt Limited. (June 2016 – April 2017)** | |
| Designation | System Engineer |
| Role | Technical support to employees of the Company |
| Responsibility | * Installs Operating Systems (Windows 7, Windows 10) manually and through WDS. * Installation and troubleshooting of softwares using by users.   + McAfee Antivirus, IP Communicator   + CTI, CTI Tool, Verint Agent, Verint Play back   + Adobe reader, Clean up, Excel Viewer, PowerPoint Viewer, Word Viewer   + MS Office 2007, 2010, 2013, Open Office   + MS Outlook 2007, 2010, 2013   + Java Patches, Flash Player, Internet Explorer 11 * Printer Installation, Preparing daily reports. * Creation and deletion of CCMP ID’s and Verint ID’s. * Call log to HP for hardware related problems in desktops. * Providing remotely solutions through Team viewer and Anydesk. * Creation and deletion of Domain ID’s and Hostnames. * Providing rights to the Domain ID’s of users according to their process. * Co-ordinates with IDEA Support team through mails and call for issues regarding Idea links. |

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| **Dell International Services India Pvt Ltd. (October 2012- September 2015)** | |
| Designation | Client Field Tech Svc Sr. Rep. |
| Role | Technical support to employees of the Company |
| Client | Emerson Information Technology Solutions, Mohali |
| Responsibility | * Closely Monitor SLA and high priority tickets. * Troubleshooting problems and resolve issues related to Software, Hardware and Network. * Giving Support to users through Mail, Calls and Chat (MS Communicator). * Providing support through HPSM and Summus tool. * Installation and troubleshooting of softwares using by users. * Oracle 9i Client, Oracle Forms and Reports 6i, Toad 9.0, Toad 10 * Oracle Developer 10G, Oracle Workflow Builder, Java Patches, BiPublisher desktop * MS Office & Outlook 2007, 2010, MS Visio 2007 & 2010, MS Project 2007 & 2010 * Cisco Jabber, Cisco Communicator, Cisco VPN * Symantec Antivirus, PointSec Encryption software, Druva Backup Utility * Adobe Reader, WinZip, Flash Player, Internet Explorer 8, 9, 10 and 11 * Providing remotely solutions through WebEx Meeting, LiveMeeting and Jabber. * Daily Server check activity and Monitor network utilization. * Call log to Dell for hardware related problems in laptops and desktops and printers. * Installs HP Printer software on user machines for printer access. * Installs OS (Windows 7) manually and through WDS. * Creation and Deletion of Domain ID’s and Hostnames. |

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| **Nityo Infotech Services Pvt Ltd. (July 2011 – October 2012)** | |
| Designation | System Engineer |
| Role | Technical support to employees of the Company |
| Client | Emerson Information Technology Solutions, Mohali |
| Responsibility | * Closely Monitor SLA and high priority tickets. * Troubleshooting problems and resolve issues related to Software, Hardware and Network. * Giving Support to users through Mail, Calls and Chat (MS Communicator). * Providing support through Summus tool. * Installation and troubleshooting of softwares using by users. * Oracle 9i Client, Oracle Forms and Reports 6i, Toad 9.0, Toad 10 * Oracle Developer 10G, Oracle Workflow Builder, Java Patches, BiPublisher desktop * MS Office & Outlook 2007, 2010, MS Visio 2007 & 2010, MS Project 2007 & 2010 * Cisco Communicator, Cisco VPN * Symantec Antivirus, PointSec Encryption software. * Adobe Reader, WinZip, Flash Player, Internet Explorer 8, 9, 10 and 11 * Providing remotely solutions through WebEx Meeting, LiveMeeting and Teamviewer. * Daily Server check activity and Monitor network utilization. * Call log to Dell for hardware related problems in laptops and desktops and printers. * Installs HP Printer software on user machines for printer access. * Installs OS (Windows 7) and all standard softwares of company. |

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| **Competent Synergies Pvt Ltd. (August 2008 – February 2011)** | |
| Designation | Assistant Officer |
| Role | Technical support to employees of the Company |
| Responsibility | * Installs OS (Windows XP & Windows 7) and all standard softwares of Company. * Installation and troubleshooting of softwares using by users.   + Clarify, Adobe Reader, Open Office   + I Care, Alcatel, CCS,   + MS Office 2003, 2007,   + Flash Player, Internet Explorer 7, Java Patches * Printer Installation * Prepared daily, weekly and monthly reports. * Installs windows through WDS * Creation and deletion of Domain ID’s and Hostnames. |

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| **Hardware, Software and Networking Skills** | |
| * Installations & Troubleshooting of Windows 7, Windows 10. * Good knowledge about MS Office (2003, 2007, 2010, 2013). * Configuring and troubleshooting of MS Outlook (2003, 2007, 2010, 2013). * Cabling: Straight cabling, Cross cabling. * Sharing: Printer sharing, Folder sharing and Internet sharing. * DNS, DHCP, Active Directory, IIS. * System Restore, Backup & Restore. * Create Different Users:- Local user, Roaming user, Mandatory user. |

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| **Personal Information** | |
| Date of Birth: | 1st August 1986 |
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| Languages Known: | English, Hindi, Punjabi |
| Location Preference: | Completely Mobile |