**GURPREET**

**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 |