**Curriculum Vitae**



**CHANDAN**

Mail Id: chandan.374526@2freemail.com

**OBJECTIVE**

To require a job in reputed organization with singular objective to accomplish the task assigned with full of diligence, dedication and take the target with extreme seriousness as mission to be accomplished.

**VISION**

To deliver my ability and competency in the field assigned and reach the standard optimum level required, with the fullest of my efficacy.

**EDUCATIONAL QUALIFICATION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Graduation | BSC IT | Mumbai University | 77.66% | 2015 |
| 12th | Science IT | Maharashtra State Board | 53.48% | 2012 |
| 10th | S.S.C | Maharashtra State Board | 85.64% | 2010 |

**PROFESSIONAL QUALIFICATION**

* Extensive **3.2** years of technical experience earned in IT sector while providing support for IT core business solutions projects
* Certification of **Microsoft Certified Systems Administrator**, course accredited by Microsoft Incorporation, successfully completed in 2016,
* **DBA** (SQL Database Administrator) qualified in 2016.

**WORK EXPERIENCE**

***(May 2016 – Nov 2017)***

**Desktop Support Engineer Level 2** | Acute Informatics Pvt Ltd (Working for **Wipro Technologies**) |Mumbai, MH

* Remotely accessing client's computer and performing all necessary installations
* Managing and maintain of Routers, switches and connection
* Installation, configuration and troubleshooting of windows Servers 2012/2008 and Clients Windows XP/ 7 / 8 /10.
* Managing and Maintaining of Sever 2012 and Active Directory, DNS, DHCP and Server Performance, Health Check, Group Policy Management.
* Installation, configuration and troubleshooting of Local and Network Printer
* Installation, configuration and troubleshooting of Smart Cop Antivirus Server and Client
* Performing administrative task like resetting windows login IDs and password of domain users.
* Installation & Troubleshooting of various browsers like IE, Chrome, Firefox, etc.
* Supporting and troubleshooting Internet and LAN/Proxy Connectivity issues.
* Installation, configuration and troubleshooting of MS Outlook with Exchange Server, POP3 Servers.



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* Installation & Configuration of Cisco Video Conference setup and Set-up Video Conference /projectors for presentations in meeting rooms.
* Performing System maintenance and backups in weekends
* Configuring backup for servers and routine checkup for the backup process and Checking the backups and restore the data for data validation
* Deploying OS through WDS- Backup and restore the system state and Image backup or Client/Server.
* Training end users on functions of hardware and usage of new software applications.

***(March 2014 – Oct 2015)***

**IT Engineer** | Intech Computers | Mumbai MH

* Handled up to 20 support requests per day.
* Resolved virus and malware issues with a 95% success rate.
* Performed testing and problem analysis for server, desktop, and IT infrastructure.
* Prepped new laptops and desktops for deployment, installed software and operating systems.
* Backed up and restored data, operating systems, files, and drivers.
* Managed call flow and prioritized response efforts.
* Utilized diagnostic tools and strategies to solve technical issues and provide preventative maintenance.
* Travelling to client sites to help with installs, deployment, and troubleshooting.
* Management of the daily data backup and retrieval scheme.
* Installing and operating Windows desktop and server operating systems. TCP/IP networking and hardware maintenance and repair.

**PROFESSIONAL SKILLS**



* Excelled in Installing, upgrading Windows OS in authorized desktop applications, hardware, and various in its peripherals.
* Able to resolve daily technical issues and providing desktop support
* Ability to work in a team and independently
* The ability to priorities your workload
* Ability to work with minimal supervision and to take initiative.
* Performed excellently well in providing troubleshooting services in both the stream i.e. Software and hardware while working onto networking issues.
* Excellent in developing in system and security documentation.
* Create alternative methods of completing tasks, correcting user errors and system inconsistencies to improve the desktop team function.



**PERSONAL INFORMATIONS**

Date of Birth : 17th July 1993

Marital Status : Single

Nationality : Indian

Languages Known : English, Hindi & Marathi

**Visa Status** **: Valid till 31st Jan 2018**

Passport Expiry : 23rd / November/2025

**DECLARATION**

I hereby declare that the information furnished above is true to the best of my knowledge.

**Dated**

**Place** (CHANDAN)

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