Amandeep 

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**OBJECTIVE:**

To obtain a desktop support technician position and apply my technical skills in providing a single point of contact for end users to resolve issues related to PC Software and hardware.

**Professional Experience**

**4** year’s Experience with Edge Infotech as Desktop Support Engineer.

**Edge Infotech**

September 2013 – November 2017

* Responsibilities
* Providing clients with software and hardware configuration according to the business requirements
* Liaising with vendors and making purchase for hardware equipment
* Supervising installation and test systems to ensure functionality
* Identifying conflicts and providing effective solutions to minimize repetition of similar conflicts
* Creating and providing employee login ID and password to each workstation

# Education and Training

**Academics**

* **Bscit**Kuvempu University
* **12th Class**

Khalsa School

* **10th Class**

Guru Nanak Public School

**Language Known**

* + **English**
  + **Hindi**
  + **Punjabi**

**Computer Skills**

* Installation, Upgrade and update of Windows and Apple Operating System
* Microsoft Certification in .Net and GUI
* Desktop Computer Hardware Assemble and Troubleshoot
* Fix Windows Operating System Software Related Issues
* Fix Apple Operating System Software Related Issues
* Fix Apple IOS and Android Software Related Issues
* MS Office/Excel 2007/2010/2013
* HTML
* Knowledge of various switches, routers, firewalls, antivirus software, etc.
* Knowledge of various band of printers and fix printer related issues
* Create and manage user accounts and group policies for company employees from Windows Server 2012 r2

**Summary of Skills:**

* Comfortable in working independently as well as a team member
* Excellent multitasking, problem solving and resource management skills
* Passionate to acquire new skills and adapt them to deliver results
* Excellent time-management and communication skills
* Confident and patient worker with an ability to develop and maintain professional rapport with colleagues and clients through effective communication