

**CURRICULAM VITAE**

**Kuldeep**

**Emai l :** [**kuldeep.387846@2freemail.com**](mailto:kuldeep.387846@2freemail.com)

**Career Objective**

To work in a highly motivated environment where I can utilize my skills to the best of my abilities in order to meet organizational goals with continuous learning and updated knowledge.

**Total Work Experience 9.1 years(India )**

1. **Previous Employer** **:** **Team Computers Pvt Ltd**

**Designation** **: Technical Support Engineer L2**

**Duration Period** **:** **21st Nov 2011 to 4th Jan 2019**

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| **Job Description :** |

My Previous company is Team Computers Pvt Ltd.As a Technical Support Engineer L2 (RE).My job profile is there giving IT Support Engineer & server support in which I am handling windows troubleshooting & support active directory,In mailing, Im supporting Ms outlook & domain Support.

Installation and Configuration Dns & Dhcp server,and Managing Data Center, Managing & Monitoring Antivirus server using MCafee Epo.Provide supports to end user computing platform,mobile devices,ptinting and miscellaneous

Hardware,responds to service desk tickets,telephone calls and email for technical support,remote support through connection Team viewer,vnc,anydesk, Installing and managing windows 7.8.8.1.and providing basic support window 10,provide supports to end user operating systems,second level enterprise business application and miscellaneous software application.

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| **Project :** |

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| **Feb 2018 to 4thJan 2019 Paytm Limited As Technical Support Engineer L2** |

**Job Responsibilities:**

* Using active directory for user creaton ,deletion,unlocking & resetting password.
* Managing Data Center.
* Installation and troubleshooting of Ubantu OS.
* Installation and Configuration windows server 2008 & server 2012.
* Installation & configuration of active directory.
* Installation and Configuration Dns & Dhcp server.
* Basic Knowledge of group policy.
* Provide supports to end user computing platform,mobile devices,ptinting and miscellaneous Hardware.
* Installing & configuring Local printer & Network printer.
* Configuration ,backup and troubleshooting of Ms outlook 2007 , 2010, & 2013.
* Installation and troubleshooting of window 7 ,window 10 & window 8,8.1.
* Patch Management ,Install software patches,updates and services packs.
* Assisting and providing tech support to more than 100 laptop & desktop users
* Installation & configuration of VM ware-workstation 11.
* Responds to service desk tickets,telephone calls and email for technical support.
* Provide supports to end user operating systems,second level enterprise business application and miscellaneous software application.

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| **Feb 2015 to Jan 2018 Maruti Suzuki India Limited Gurgaon As Desktop Support Engineer** |

**Job Responsibilities:**

* Installation and Configuration Dns & Dhcp server.
* Handling intergrated infa software application DMS,IBOM ERP etc.
* Basic Knowledge of group policy.
* Ticketing Tool-I-Serve & Maintaining SLA Time on Priority Base.
* Responsible for day to day issue of the users.
* Managing user rights and permission according to back the company policy.
* Installing & configuring Local printer & Network printer.
* Installation and troubleshooting of window 7 ,window 10 & window 8,8.1.
* Responsible for the repair and Maintenance of desktops ,Laptop & Workstation.
* Patch Management ,Install software patches,updates and services packs.
* Providing support on local area network problems.
* Remotely Managing user through mstsc & vnc.
* Call log on Lenovo Team or Back office for faulty parts replacement or repair.
* Handling IT asset stock & Maintaining IT Inventory Records.

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| **Nov 2011 to Jan 2015 NIIT Limited As Desktop Engineer** |

**Job Responsibilities:**

* Remotely Managing user through mstsc & vnc
* Managing & Monitoring Antivirus server using MCafee Epo
* Installation & configuration of VM ware-workstation 11.
* Giving permission to user according to the company policy.
* Remotely Managing user through mstsc & vnc.
* Providing support on local area network problems.
* Configuration ,backup and troubleshooting of Ms outlook 2007 , 2010.

1. **Previous Employer** **:** **Paragon Computer System**.

**Project**  **:** **General Account, Office,Dehradun.**

**Designation** **:**  **IT Desktop Support Executive** .

**Duration Period** **:** **March. 2010. to April 2011.**

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| **Job Responsibilities:** |

* Installation & troubleshooting of windows xp & windows 7.
* Managing & troubleshooting on local & network printer.
* Ms outlook configuration & Troubleshooting
* Providing support on local area network problems.
* Troubleshooting of HP , Lenovo & Dell Desktop & Laptop.
* Installation & configuration of network printers & scanner and basic level of troubleshooting.
* Troubleshooting –Applications and Operating System & installing Windows updating.

1. **Previous Employer** **: M –Tech** **Computer Service.**

**Designation** **:**  **IT Desktop Support Executive**

**Duration Period** **:**  **Jan. 2008 to March. 2009**

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| **Job Responsibilities:** |

* Installation of all kinds of desktops ,assembled as well as branded.
* Installation of all type of software & hardware Driver’s.
* Configure printer,scanner & other hardware components.
* Configure peer to peer networking.
* Installing & configuring of pc hardware & software.

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| **Technical Knowleadge:** |

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* Installation & Configuration of Microsoft Windows 7/8/10.
* Installation & Configuration of Microsoft Server 2008/2008R2/2012.
* Troubleshooting of HP , Lenovo & Dell Desktop & Laptop.
* Installation of all kinds of desktops ,assembled as well as branded.
* Troubleshooting of software & application.
* Configuration of printer & troubleshooting.
* User Profile Backup & Restore.
* Local & Network Printer configuration ,troubleshooting .printer sharing.
* Knowledge about Remote Desktop Software,Team Viewer Any Desk etc.
* Managing Data Center.
* Installation and Configuration Dns & Dhcp server.
* Configuration ,backup and troubleshooting of Ms outlook 2007,2010,2013.
* Knowledge about Ghost.
* Basic Networking,Peer to Pree,Map Drive,Data Sharing.

**Educational Qualification**

* Graduation **:** (2006,H.N.B Garhwal University)

**Professional Certifications**

* Microsoft Certified Professional (**MCP**).
* Microsoft Certified Systems Administrator (**MCSA**)(on 2003 Track.
* Microsoft Certified Systems Administrator (**MCSA: Messaging**) (on 2003 Track.
* Up gradation MCITP ( Microsoft Certified IT Professional ) 2008 .

**Technical Qualification**

* Diploma in Computer Hardware and Networking for Comnet Computer Hardware.
* M.C.S.A. ( Microsoft Certified System Administrator ) 2003
* Up gradation MCITP ( Microsoft Certified IT Professional ) 2008

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| **MCSA (Microsoft Certified Systems Administrator)** |

* **Exam 70-270** -Installing, Configuring, and Administering Microsoft Windows XP
* **Exam 70-290** -Managing and Maintaining a Windows Server 2003 Environment
* **Exam 70-291** -Implementing, Managing, and Maintaining a Windows Server 2003 Network Infrastructure
* **Exam 70-284** -Implementing and Managing Microsoft Exchange Server 2003