****Showkat

Email: [showkat.388159@2freemail.com](mailto:showkat.388159@2freemail.com)

OBJECTIVE

To obtain a position within a progressive company where my technical and business skills can be applied and enhanced, where rewards are based on performance and contributions.

Summary of Qualifications:

* IT remote helps desk and desk side technician
* Windows XP, Vista, Windows 7, Windows 8 and Windows 10 configuration
* Windows Server 2000 ,2003 ,2008
* PC hardware system configuration and troubleshooting
* MS Office 2003, 2007, 2010 and 2013
* Active Directory admin of users, PC's and printers
* Routers, Modems and Extender installation and Troubleshooting
* LAN/WAN
* VMWare
* Software installs and upgrades
* Hardware deployments and upgrades
* Network printer configurations and installs

Education

* JKBOSE (10th ) 28 April 2009
* JKBOSE (12th ) 11 Feb 2011

Professional Qualification

* BSC IT 2011 to 2014
* Hemwati Nandan Bahuguna Garhwal University Srinagar ( Garhwal ) Uttarakhand
* MCA 2014 to 2016
* Uttarakhand Technical University , Dehradun ( India)

Professional Experience

Securities Exchange Board of India (SEBI) Feb 2006 to Feb 2008

Computer Operator (Server Support)

Duration 2 years

* Server 2000 and window XP
* Microsoft office Excel sheet Report
* Support and facilitate the completion of regular reports
* Online trading of shares .
* Daily Trading Report Transactions Report .
* Sales Reports .
* Day to Day Trading Report of customers

Skills/Tools:

* Help Desk, Trouble Shooting, Customer Service, Devices setup, Printers Troubleshooting, FTP, VSAT Maintenance, Hardware configurations, Installing OS etc

Rooman Technology 16 March 2015 to 01 April 2016

IT Support Engineer

Duration 1 years

* Answer phone calls and redirect them when necessary
* Support and facilitate the completion of regular reports
* Assist users/employees with their daily technical questions, issues, and requests.
* Provide one on one, phone, and email support to troubleshoot users’ technical problems.
* Go through users’ requests, emails, and voicemails to provide and ensure tech issues’ timely resolution.

Skills/Tools:

Help Desk, Testing, Trouble Shooting, Customer Service, Devices setup, Printers Troubleshooting

and Projects’ implementation.

Concentrix Daksh Services India pvt Ltd 05 April 2016 to 05 May 2018

Practitioner –CRM Operations

Duration 2 years

* Performing application installation and Win7 compatibility testing, task sequence trouble shooting
* Help techs on sites/users with any reimaging and upgrading issues.
* Making sure that users have access to their machines and applications needed for their daily activities.
* Taking remote access via TeamViewer and various other remote desktop working platforms to fix PC related issues
* Installing printers on the network and fixing print errors.

Skills/Tools:

Help Desk, Testing, Trouble Shooting, problem solving, and documentation, VM Ware, Printers

Troubleshooting and Customer Service

STRENGTHS:

* Team Player, Goal Oriented having Good Communication & Leadership Skills
* Innovative and working well under pressure
* Communicate effectively with all levels of the organization
* Committed to producing quality work and working with team members to achieve organizational goals