**Curriculum Vitae CHANDAN**

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**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**



**PROFESSIONAL QUALIFICATION**

* Extensive **5** years of technical experience earned in IT sector while providing support for IT core business solutions projects
* Certification of **Microsoft Certified Systems Administrator (MCSA)**, course accredited by Microsoft Incorporation, successfully completed in 2016,
* **DBA** (SQL Database Administrator) qualified in 2016.
* Certification of **Cisco Certified Network Associate (CCNA**) course accredited by Cisco Incorporation, successfully completed in 2018,

**WORK EXPERIENCE**

***(Jan 2018 – Current)***

**IT Support Engineer** | Dubai,UAE

* Handling all Bank branches in all over UAE.
* Installation, configuration and troubleshooting Remote advisory device.
* Installation, configuration and troubleshooting of Clients Windows 7 / 8

/10 and MAC users.

* Handling 30 to 40 users daily for O365 and Outlook issues.
* Installation, configuration and troubleshooting of Desktop, Laptops and Surface Pro.
* Installation, configuration and troubleshooting of Banking Systems Setup.
* Network printer and scanner driver installation and configuration.
* Adding workstations to domain, upgrading antivirus and patch updates.
* Installing and resetting of cisco IP phones.
* Working and supporting for VDI (virtual desktop interface) users.
* Installation, configuration and troubleshooting of company required applications and settings in Tablets, Phones and I Pad.
* Working and supporting for Office 365 users.
* Instillation and configuration of Outlook, In-Tune for mobile access mail from anywhere.
* Cloning of Hard drives in bulk and Hardware parts replacement like HDD, RAM, and Network card, Increase Paging of RAM.
* Instant card and chequebook printing machine installation and configuration.
* Remotely accessing client's computer and performing all necessary installations.
* Installation and troubleshooting of browsers like IE and chrome, Java and proxy related issue.
* Installation, configuration and troubleshooting of ICCS Scanner and Application.
* Installation, configuration and troubleshooting of Newgen Omni Scan and Flexcube for banking application
* Network printers configuration. (Xerox, HP, KONIKA MINOLTA)
* Weekly branch visit in Digital Branches, preparing checklist and troubleshoot the issues and fix.

***(May 2016 – Nov 2017)***

**Desktop Support Engineer Level 2** | 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.
* 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** | 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 flows 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.

**ROFESSIONAL SKILLS**

* Excelled in Installing, upgrading Windows and MAC OS in authorized desktop applications, hardware, and various in its peripherals.
* Able to resolve daily technical issues and providing L1, L2 and L3 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 always.
* 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

Marital Status

Nationality

Languages Known

**Visa Status**

Passport Expiry

: 17th July 1993

: Single

: Indian

: English, Hindi & Marathi

**: Employment Visa**

: 23rd. November 2025

**DECLARATION**

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

**Dated**

**Place**

(CHANDAN)