

**JASPREET**

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Dubai UAE.

**PROFESSIONAL SUMMARY**

A competent CCNA &MCSA Certified IT support with a proven track record of providing specialist technical and helpdesk support. Extensive experience of working in the front linehelping clients and colleagues resolve complex technical IT issues. Possessing excellent client facing skills, natural problem solving and analytical skills and able to contribute to the development of best practice, procedures and policies within a company.Currently looking for a suitable IT support position with a ambitious company or organization.

**EXPERIENCE**

**January 2018 – Present**

 **IT Support**.

* Responsible for diagnosing & resolving hardware, software & end users problems. Acting as the first point of contact for all IT & technical queries.
* Working within a TCP/IP network environment, including DHCP, VLAN, SSH, TELNET,Port config, DNS and Ethernet
* WIFI, Networking Printer
* Involved in the rollout of software updates and patches.
* Investigate specialist and complex IT support issues.
* Communicating with third party technical specialists.
* Configuring and managing backup & restore procedures.
* Maintaining a wide range of computer hardware and software.
* Identifying & reporting on the budgetary implications of IT projects and upgrades. Provide secondary support for LAN administration.
* Deploying new hardware, server backups & evaluating new software & security risks.
* In-depth knowledge of Microsoft Windows client operating systems, XP, Vista /8,1
* Windows & Microsoft Office up to Office 2016.
* Configuration and troubleshooting of Cisco Switches.
* Implementation of security, policies, grant permissions, and limit services as required.
* Working on Air magnet software for Wi-Fi survey at Emaar projects like ROVE Marina, Address Fountain views.

**January 2013 – March 2016Sky Computers (Goraya)**

**IT Support (Self-Employed)**

* Installations & troubleshooting of various Operating Systems: Windows XP, 7, 10, Server 2008/2012, LINUX (Basic Knowledge)
* AMC Contract in Schools, Factories and Banks.
* Outlook Configuration and Data import/export.
* Configured Server 2008 with Implementation of DNS Server and maintained User Accountants, Sharing Data, Printer Sharing, NTFS Permissions.
* Provided protection to Systems by using Anti-Virus, Firewall, Users restrictions, Permissions.
* Installed Hard Disk, CD Drives, RAM, Power Supply Unit, Networking Card, Video Graphics Card, Hard Disk Controller Card On PC System
* Solved problems regarding Motherboards, HDD, RAM, Power Supply, UPS, Monitor
* Designing, implantations and management of Local Area Network.
* LAN Networking cable Installation and Configuration.
* Hand on Experienced in Printer Repairing (HP 1005/Canon 2900), Toner refilling, Drum changing.
* Sale & Purchase new and old Desktop, Laptop, Printer, Monitor
* Installed & configured LIC Insurance Software in various LIC branches and provided the support by using Team-Viewer.
* Provided technical support/troubleshooting for day-to-day operation to users on LAN and standalones Machines via Visiting, Telephonic, Remote Access Software.

**CORE COMPETENCIES**

* Cisco Routers & Switches
* Routing & Switching Protocols
* Routers & Switches Backup and Recovery
* TCP/IP protocols
* LAN/WAN Configuration
* Wireless Networking
* Network Design
* VLSM/CIDR Subnetting
* Window Server 2008 & 2012
* ADDS, DNS, Group Policies
* IIS, VPN, FTP, WDS, DHCP
* Computer Hardware & OS Installation
* Printers/Scanner
* MS-OFFICE Package
* Team work **/** Self Motivated
* Communication Skills
* Creative problem solving
* Quick Learner
* VMWare / Hyper-V
* Microsoft Load Balancer
* CCTV Cameras
* VLANs

**EDUCATION**

**2019 Rabindranath Tagore University**

 BCA

**2016 O7 Services Institute, Jalandhar**

Training of CCNA, CCNP and MCSE

**2011 Jetking Institute, Jalandhar**

Computer Hardware & Networking Course

**2010Punjab School Education Board, BaraPind**

Higher Secondary Education

**Punjab School Educati**

**CERTIFICATIONS**

**2016 CCNA (Routing & Switching)**

ID No. :CSCO13107629

**2017 MCSA2012 R2**

ID No. :MS0615883775

**PERSONAL DETAILS**

**Marital Status** Single

**Date of Birth** 21-11-1992

**Nationality** India

**Language** English, Hindi, Punjabi