CURRICULUM VITAE

AJAY VISHWAKARMA

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Objective:

To pursue a professionally satisfying growth and challenging career. Seeking a quality environment where my knowledge can be shared and enriched for the growth of the organization and self.

Summary of Experience:

Possessing Seven year of vast experience in the field of Computer hardware and Networking where Planning, Implementation, Administration and troubleshooting are involved with multiple platforms of Microsoft Windows XP, Windows 7, Windows 10 Pro, Windows Server 2012 R2, Microsoft Licenses, Microsoft Office Outlook, Biometric Machine, CCTV Video Surveillance, Sony & Benq Projector, Social Media, Fortinet Firewall, WordPress Website Administration, Symantec Endpoint Protection Antivirus Server Administration.

Expertise Domain:

- Identifies, diagnoses, and resolves Level One problems for the user of the Workstation, Desktop, Laptop Software and Hardware, Internet and new computer technology.
- Provides one-on-one end-user problem resolution over the TeamViewer & Phone for user approved PC Software.
- Coordinates timely repair of Desktop, Laptop, Printer, CCTV Video Surveillance etc. equipment covered by third-party vendor maintenance agreements.
- Diagnose and resolves end-user network or local printer problems, PC hardware problems and email, Internet, WAN and LAN access Problem.
- Able to provide a full range of support and client relationship services ranging from first thought to third line support and customer on-site visit.
- Able to work independently and within a team-spirited environment.
- Attention to details with a desire to create high-quality products.
- Good Knowledge and Understanding of the Network infrastructure and protocols such as TCP/IP, IMAP, POP3, SMTP etc.
- Desktop, Laptops and Peripherals Hands-on experience for both hardware and software.
- Able to Install LAN Cabling System and equipment such as network Interface Card, Cisco Switches, Router, IP Camera etc.
- WordPress Complete Website Administration such as New page Creation, Modification, form Creation etc.
- Social Media Administration Campaigns Creation Post and promotion.

Work Experience:

Organization: Symbiosis University of Applied Sciences, Indore from August 2016 till Now.
Designation: Desktop Engineer

Key Responsibilities Area:

- Administrating and Troubleshooting Windows Server 2012 R2.
- Managing User accounts and giving share & Security level permission.
- Responsible to install, set-up, maintain network and also configure the peripherals, cabling and equipment accordingly as per the requirement.
- Responsible to monitor whether all the components are available for successful communication.
- Responsible for maintaining the Back Network, hardware, software, files on the regular basis accordingly as per the company policies.
- Managing database of server & creating new users account.
- Responsible for troubleshooting Microsoft windows issues.
- Responsible for Configuring MS outlook accounts and Installation of Basic Software like Antivirus, MS-Office, Adobe Reader, Browser, player etc.
- Responsible for Maintaining and troubleshooting Network, Network Printer, Internet-related issues.
- Responsible for configuration and troubleshooting of Symantec Endpoint Protection Antivirus Server and Windows Server 2012 R2, Active Directory, DHCP, DNS etc.
- Responsible for configuration and troubleshooting Biometric Machine.
- Responsible for Configuration & User Maintenance of Office 365.

Organization: Qsol Software Pvt. Ltd. from November 2015 to July 2016
Designation   : Technical Support Engineer

Key Responsibilities Area:

- Responsible for configuration and troubleshooting of all band Desktop, All in One Desktop, Laptop, LaserJet/ Color/ Dot-matrix printer.
- Able to replace Part and troubleshooting Desktop, All in one Desktop, Laptop.
- Responsible for registration and configuration of Microsoft Volume licenses portal.
- Responsible for configuration and troubleshooting CorelDraw Software issues.
- Responsible for configuration and troubleshooting Windows Server 2012 R2, MS Office 2016.

Organization: Redington (India) Limited from Jan 2014 to November 2015
Designation   : Customer Support Engineer

Key Responsibilities Area:
- Responsible for configuration and troubleshooting of all band Desktop, All in One Desktop, Laptop, Printer.
- I have also worked on multiple AMC Contract as a Service Engineer.
- Able to replace Part and troubleshooting Desktop, All in one Desktop, Laptop Mother Board level issue.
- I have taken HP all in one Desktop Training in Delhi.

Organization: Netsoft Consulting Services (P) Limited from Feb 2012 to Dec 2013.
Designation: - Desktop Support Engineer

Key Responsibilities Area:

- Responsible for configuration and troubleshooting Laptop, Desktop and Printer.
- Managing, installation and Troubleshooting user-end Local Area Network issue.
- I have worked in multiple Schools on behalf Educomp Smart Class Project and managed multiple devices, Such as Projector Maintenance and Smart Class Touch Screen Board Maintenance.
- UPS Maintenance and management of more than 100 PC in a workgroup.

Academic Qualification:

- B.sc in Biology form MP Bhoj University Bhopal in 2013.
- Jetking Certified Hardware & Networking Professional Premium Jabalpur in 2011.
- Diploma in DCA form Maharishi Mahesh Yogi Vedic University Katni in 2009.

Technical skills:

- Desktop assembling and disassembling, Installing peripheral devices like, Printer, Scanner, LAN, audio, video card, troubleshooting of hardware devices, SMPS & UPS troubleshooting, Projector Maintenance.
- Installation, configuration, and troubleshooting of Windows XP, Windows 7, windows 10Pro Operating Systems, Driver Installation of LAN, VGA, audio. Troubleshooting of Operating Systems.
- Installation of MS-Office and Configuration MS-outlook in different Protocols like POP3, IMAP and Exchange.
- Installation and configuration of Windows Server 2003, 2008, 2012R2, Active directory DHCP, DNS role.
- The configuration of Print Server, Disk Quota, Windows Deployment Services, Installation of Software with Group Policy.
- In Active directory Platform User Creation and Security access permission.

Personal Details:

DOB	:	03/03/1990
Father name	:	Mr. Rampal Vishwakarma
Language known	:	English/Hindi
Marital Status	:	Single

Declaration:

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

AJAY VISHWAKARMA