Ashish Kumar

+971562481592

ashish84.mehta@gmail.com

Engineer Technical Support-IT with Seven years of experience in providing comprehensive technical support to end- user. I would like to work with a highly esteemed company which gives me a platform to use my expertise and skills for mutualgrowth & benefit of company & myself.

Work Experience

Aforeserve.Com.Ltd
[September 2021- June 2022]

Worked as a Customer Support Engineer in the project of Central Board of Indirect Taxes and Customs atDelhi Zone, CBIC(LAN-WAN) Saksham Project.

Responsibilities:
- ✓ Take ownership of customer issues reports and see problems through to resolution.
- ✓ Research, diagnose and identify solution to resolve customer issues.
- ✓ Responsible for taking care of all Help Desk calls(Hardware, Software and Networking calls).
- ✓ AIO/Desktop allocation to new users.
- ✓ Responsible for all networking issues.
- ✓ Install and configure new setup of AIO's includes configuring connectivity, application support.
- ✓ Verifying connectivity through IP address.
- ✓ Installation of all updates and antivirus.
- ✓ Documentation of network configuration.
- ✓ TCP/IP addressing and submitting.
- ✓ Installation of Printers and their troubleshooting.
- ✓ Handling of Tickets (interaction and incident) on HPE service manager.
- ✓ Follow standard procedures for proper escalation ofunresolved issues to the appropriate internal team.

Correspondence Address

Flat No. 301, Maktoum building 3rd floor, Maktoum Hospital road, Deira, Dubai.

Skills

- ✓ Windows Installation OS(XP,7,8,10,11)
- ✓ Computer Hardware diagnostic completely.
- ✓ Knowledge of Domain and AD etc.
- ✓ Knowledge of Mails like Windows live/Outlook etc.
- ✓ Microsoft Office (WORLD/EXCEL/ POWERPOINT).
- ✓ Windows Installation, Hardware and Software installation.
- ✓ MSOffice(2003,2007, 2010,2016,2019)

Language known

- ✓ English – Write, Read Speak
- ✓ Hindi – Write, Read Speak
- ✓ Punjabi – Speak Only

Inspirisys Solution Ltd

[July2017 - June 2019]

Worked as Technical Support Engineer in the project of State Bank of India in Ludhiana Module (Punjab).

Responsibilities:
- ✓ Resolving Desktops and Printer related issues.
- ✓ Resolving Network and Software related issues.
- ✓ Assisted Clients with general support of hardwareand network connections and other external software.

SK Technologies

[October 2014 - June2017]

Worked as Resident Engineer in AG Office Shimla(Himachal Pradesh)

Responsibilities:
- ✓ Maintain the AG Office Local Server Domain,NeroFirewall
- ✓ Installed Antivirus Servers for AG office.
- ✓ Resolving Desktops and Printer related issues.
- ✓ Resolving Network and Software related issues.

Education

B.Sc in Information technology from Punjab technical university Jalandhar (Punjab) with first division.

Technical Qualification

Diploma in computer Hardware and Networking from Jetking Chandigarh.
with first division

Hobbies

- ✓ Listen to Music
- ✓ Helping my mother in her daily work

Personal Details

- ✓ Father Name Sh.Virender Kumar
- ✓ Mother Name Smt.Nisha Rani
- ✓ Date of Birth 18/07/1984
- ✓ Marital Status Single
- ✓ Nationality Indian
- ✓ Permanent Address V.P.O Paprola Ward No.9 Tehsil Baijnath Distt. KangraHimachal Pradesh India Pin – 176115

Declaration

I hereby declare that the above mentioned information is true to the best of my knowledge & brief.

Date: Ashish Kumar