**Lalit Kumar**

**Mobile:** **08168557518, 09034833341** | **Email Address: lalitkumarsaini007@gmail.com**

**My goal is to obtain a dynamic, challenging opportunity that contributes to the outstanding success of the support via 5+ years Information Technology experience from various industries.**

**AREA OF EXPERTISE**

* Hands on experience one year on **C-Panel, Web Hosting, Basic Linux OS (Ubuntu/Mint/ CentOS).**
* Hands on experience on **Workspaceone** **MDM (Mobile Development Management) and technical support.**
* Hands on experience on **Windows** **Server Installation (Windows 2003/2008/2012/2016 Server).**
* Hands on experience on all equipment **(Desktop, Laptop, Printer & CCTV Monitoring, Attendance Machine).**
* Hands on experience on hardware trouble shooting **(System, Laptop, Printer, Scanner, Projector & etc.…).**
* Hands on experience on **Organizing Video Conferencing by room to room & Zoom link of clients.**
* Hands on experience on **Ticketing Based System, Remote Desktop Support and Encryption & Outlook Configuration & troubleshooting on devices and VMware Virtualization.**
* Excellence in setting up, managing maintenance of IT infrastructure, installation, and configuration of **servers, network client workstations, managing Local and Domain Wide Groups & Hardware, Software & Networking support on Devices**, system planning & implementation.
* Proficient in installing & troubleshooting of **Active Directory, DNS, DHCP & IIS Server on Microsoft Windows** Environment.
* Proficient in design of Network for small, medium to large scale corporate. Installation, configuration & troubleshooting of all kind of **Switches, routers & modems**.
* Professional Experience on **End User Support & Helpdesk Management.**

**EDUCATION**

* **B. Tech (Computer Science Engineering**) from **Maharishi Ved Vyas Engineering College, Yamuna Nagar** (**Pursuing).**
* **Polytechnic Diploma (Computer Science Engineering**) from **Set Jai Prakash Polytechnic, Damla (Ynr.)** in **June 2010 (65.43% First Class).**
* **12th Class** from **M.L.N. Senior Secondary School, Yamuna Nagar (Haryana)** in **March 2007.**
* **10th** from **Vivek Higher School, Yamuna Nagar (Haryana)** in **March 2005.**
* Certificate in **CCNA (Cisco Certified Network Associate)** from **WEBCOM Institute** in **March** **2014.**
* Certificate in **CCCHPI (Certificate Computer Course in Hardware Peripheral & Installation)** from **HARTRON** (Yamuna Nagar) **in November 2013.**
* Certificate in **CCCHRN (Certificate Computer Course in Hardware & Networking)** from **HARTRON** (Yamuna Nagar) **in March 2010.**

**EXPERIENCE SUMMARY**

* + Having **5+ years** of total **IT experience in managing IT infrastructure.**
	+ Having **2 years** of knowledge on managing **Desktop Support in windows based & client platform.**
	+ Having **3+ years** of knowledge in **Hardware, Software & Networking related trouble shooting.**

**PROFESSIONAL ACCOUNTABILITIES**

**Designation :** **Desktop Support Engineer**

**Organization : Cognizant Technology Solution, Gurgaon (Payroll of Forte Solution Private Limited)**

**Duration : 31st July 2018 – 31st August 2020**

**Job Responsibilities**

* + Hands on experience on C-Panel, Web Hosting, Basic Linux OS (Ubuntu/Mint/ LTS Version).
	+ Handling all Users MDM (Mobile Development Management) and technical support & etc.
	+ Experience in Ticketing Tool for Users issues resolutions in Software & Hardware Knowledge, Monitoring & Administration.
	+ Hands on experience on hardware trouble shooting (Desktop, Laptop, Printer, Scanner, Projector & etc.…).
	+ Provide helpdesk IT support to all users with respect to IT infrastructure.
	+ Hands on experience on Organizing Video Conferencing by room to room & Zoom link of clients.
	+ Hands on experience on Remote Desktop Support and Encryption & Outlook Configuration & troubleshooting on devices and VMware Virtualization.
	+ Manage Domain controllers, including Setup of Group Policies, Users, and Permission for shared folders / drives etc.
	+ Installation and configuration of Windows in workstation, Windows operating systems on 32 and 64 bit architecture
	+ Assist in managing LAN / WAN networks, including structured cabling, racks, patch panel management
	+ Repairing of builds computer systems and networks windows XP, Windows 7 & 8, 10
	+ Pc maintenance, repairs, upgrades, troubleshooting
	+ Pc new configurations, modifications built new systems, cat 5 & 6 wiring, maintenance, troubleshooting
	+ Hardware configurations and repairs and installs (Modems, scanners and Printers)
	+ Networks protocol support and TCP/IP configuration. Assisted users in daily operational issues
	+ Interact with vendors for repairs of hardware & Procurement
	+ Performed hardware and software support and installation, Replaced defective or inadequate software packages
	+ Setup computer systems and related equipment & Skilled at diagnosing and repairing personal computers
	+ Handling Wi-Fi (wireless internet) and rectify the problems
	+ Created and maintained user logins and passwords. Diagnosed application errors and network connectivity problems whenever required
	+ Handling Department of Asset Management
	+ Handling Provided technical supports to end users
	+ Reporting current status to Site Lead & Manager

**Designation :** **Senior Technical Assistant**

**Organization :** **Tilak Raj Chadha Institute of Management & Technology, Yamuna Nagar.**

**Duration : 1st September 2016 – 23rd April 2018**

**Job Responsibilities**

* + Maintenance of all equipment (Desktop, Laptop, Printer & CCTV Monitoring, Attendance Machine)
	+ Installation and Configuration of Active Directory / DNS / DHCP Servers
	+ Assisted and gave training in installed systems and programs. Configured and diagnosed client server problems
	+ Experience in Server Hardware Knowledge, Monitoring & Administration
	+ Working Knowledge & experience with Microsoft Security Patch Management
	+ Troubleshoot server network configuration problems
	+ Repairing of builds computer systems and networks windows XP, Windows 7 & 8
	+ Pc new configurations, modifications built new systems, cat 5 & 6 wiring, maintenance, troubleshooting
	+ Hardware configurations and repairs and installs (Modems, scanners and Printers)
	+ Networks protocol support and TCP/IP configuration. Assisted users in daily operational issues
	+ Assisted and gave training in installed systems and programs. Configured and diagnosed client server problems
	+ Created and maintained user logins and passwords. Diagnosed application errors and network connectivity problems
	+ Performed hardware and software support and installation
	+ Provided technical supports to end users
	+ Interact with vendors for repairs of hardware & Procurement
	+ Setup computer systems and related equipment
	+ Has gained knowledge in usage of various flat forms like – win98, Windows NT, windows-2000 and advanced servers and windows XP, 7 & 8
	+ Mainly handling networking of LAN, IP address, configuration of routers and maintenance of all types servers & Internet
	+ Handling database backups, troubleshooting of MS-SQL servers. Attending complaints from clients
	+ Assembling of new systems and repair and services of hardware and printers
	+ Check mails for every half an hour and giving suitable replies
	+ Entire Billing & Reception and ISO process

**Designation :** **Hardware & Networking Engineer**

**Organization :** **Micro Solution, Yamuna Nagar**

**Duration :** **1st July 2015 – 31st August 2016**

**Job Responsibilities**

* + Installation and configuration of Windows Server & workstation, Windows operating systems on 32 and 64 bit architecture
	+ Hands on experience on hardware trouble shooting (Desktop, Laptop, Printer, Scanner, Projector & etc.…).
	+ Sales & Purchase of IT related Hardware & Software items.
	+ Trouble shooting Desktop connectivity, cabling, Hubs, Switches
	+ Install and manage systems on a daily basis including setup of hardware, software
	+ Assist in managing LAN / WAN networks, including structured cabling, racks, patch panel management
	+ Trouble shooting systems and networks
	+ Interact with vendors for repairs of hardware & Procurement
	+ Manage Domain controllers, including Setup of Group Policies, Users, and Permission for shared folders / drives etc.
	+ Maintenance of all computer related equipment
	+ Networks protocol support and TCP/IP configuration. Assisted users in daily operational issues

**Designation :** **Field Engineer (Networking)**

**Organization : 3i Infotech Pvt. Ltd., Yamuna Nagar (Mini Secretariat, Yamuna Nagar)**

**Duration : 03 January 2011 – 30th April 2012**

**Job Responsibilities**

* + Maintenance of all computer related equipment
	+ Total of system handling (200 systems), all connected to network
	+ Handling plotter and HP Desk Jet, Inkjet & LaserJet printers
	+ Windows 2003, 2008 server
	+ Repairing of builds computer systems and networks win 2000 and XP
	+ Pc new configurations, modifications built new systems, cat 5 wiring, & Cat 6 maintenance, troubleshooting.
	+ Networks protocol support and TCP/IP configuration. Assisted users in daily operational issues
	+ Assisted and gave training in installed systems and programs. Configured and diagnosed client server problems
	+ Handling Mails it is key operation it was handle my IT dept. everyone should sent the email through the help of IT Dept. no one give right to access outlook express
	+ User ID and Group setup and granting permissions
	+ Setup systems as Application and Database in servers
	+ User Management of other applications used for Incident, Source code management.
	+ Checking Antivirus & Firewall logs on daily basic

**TECHNOLOGY**

**Technologies/Protocols :** C-Panel, Web Hosting, Basic Linux OS (Ubuntu/Mint/ LTS Version), Active Directory, DNS, DHCP, TCP/IP, VPN, policy based routing, redundant internet connection, Wi-Fi policy.

**Software :** All Microsoft OS XP/2007/2010, C, C++, VB 6.0, PHP, Windows Server 2008/2012/2016 , Linux OS, MS-SQL, IIS Server, DNS & Mail Server, Symantec Antivirus, MacAfee Antivirus, Websense-DLP, Air Watch MDM, CCTV Installation, IP Camera, Windows NT, FTP, Virtual Hard-Drive, Desktop Virtualization.

###### Hardware : IBM & Dell Rack Servers, Lenovo, HP & Firewall, Cisco Routers/Switches.

**PERSONAL DOSSIER**

Age & Date of Birth : 31st Age & 12th February 1989

Religion & Nationality : Hindu & Indian

Marital Status : Married

Passport No & Date of Expiry : N/A

Language Known : Hindi, English, Haryanvi, Awadhi

Hobbies : Painting, Computer Gaming, Reading Books, Singing & Listening Music etc.

Current Address : Escorts Limited Plant -1 | 18/4, Mathura Road, Faridabad – 121007

Permanent Address : House No. 442/105, Rameshwar Nagar, Near Shani Mandir, Bank Colony,

 Yamuna Nagar-135001(Haryana), India.

Blood Group : A +

**DECLARATION**

I hereby declare that the above information is true to my knowledge and belief

**Date: 14-09-2020 **

**Place: Yamuna Nagar Candidate Name & Signature**