**CURRICULUM VITAE**

SARBJIT KUMAR

**Add: #701, A Wing**

**Sunflower Society**

**Kondwa BK, Near Somji Bus Stand**

**Opp- Dmart Store.**

**Pune- 411048 (M.H)**

**Mobile: - +91-9646540350**

[**Sarbjit.kumar7@gmail.com**](mailto:Sarbjit.kumar7@gmail.com)

CAREER OBJECTIVE

To make a professional growth-oriented career in the field of Information technology, with an organization where I can utilize my knowledge & professional experience in line with organizational objective.

Current Work Experience

Working as System Engineer with TCS on Behalf of (Six Sigma Soft Solutions Pvt Ltd) at Client Site TATASKY LTD. from Feb 2015.

* Providing technical support, including identifying problem incidents with their subsequent Resolutions.
* Configuration of Mails on Android, I-Phones & I-Pad Phones.
* Configuration and troubleshooting of MS-Outlook 2007, 2010 & Office 0365.
* Working Knowledge of MS- office 0365 Application.
* Troubleshooting of Desktops and Laptops Hardware’s Problems.
* Installing and managing of local Printers and Network printers.
* Installation of Windows OS through WDS Server.
* Configure & Troubleshooting TCP/IP.
* Provide Remote support to VIP User and Roaming User.
* Handling Video conferencing devices & supporting the clients on their schedule VC.
* Experience on TCS call login tool ITSM.
* Configuration & Managing of Avaya Server & IP Phones*.*
* Configuration & Troubleshooting of Symantec Antivirus for Clients Computers.
* Working Knowledge of Symantec DLP & SCCM Application.
* Configuration & Provide Scheduled Backup Over Laptop & desktop Through Symantec DLO.
* Managing and Troubleshooting of DVR Systems in TATASKY Office.
* Work on Various report and update to the TCS management as per their requirement.
* Co-ordinate with Server, network, software support and vendors management team.

PREVIOUS WORK EXPERINCE

**5 Months**

Worked as a **Desktop Support Engineer – L1** with **IBM** on behalf of IMSI, client side Was Bharti Airtel**,** Gurgaon.

ROLL & RESPONSBILITYS

* Providing technical support, including identifying problem incidents with their subsequent Resolutions.
* Wireless network configuration on laptop.
* Configurations of Mails on Android and I-Phones.
* Configuration and troubleshooting of MS-Outlook 2007 &2010.
* Repair of .PST & Mapping of .PST.
* Trouble shooting and repairing of Desktops and Laptops.
* Installing and managing of local printers and Network printers.
* Antivirus installation & updating and troubleshooting if any Virus issue.
* Installation of Windows through Ghost.
* Configure & Troubleshooting TCP/IP.
* Troubleshooting of Internet explorer.
* Provide Remote support to VIP User and Roaming User.
* Handling Video conferencing devices & supporting the clients on their schedule VC.
* Experience on call login tool *Remedy.*

PREVIOUS WORK EXPERINCE

**3 Years and 2 Months**

Worked as a **Desktop Support Engineer – L1** with **WIPRO InfoTech** on behalf of Apex Services, client side Was **EXL Services PVT LTD,** Noida.

ROLL & RESPONSBILITYS

* Providing technical support, including identifying problem incidents with their subsequent Resolutions.
* Handling VM (Virtual Machine) related issue, specifying the affected area/application and assisting end user on daily basis.
* Wireless network configuration on laptop and I-Phones.
* Configurations of Mails on Blackberry and I-Phones.
* Configuration and troubleshooting of MS-Outlook.
* Troubleshooting and repairing of Desktops and Laptops.
* Installing and managing of local printers and Network printers.
* Troubleshooting and configuration of various voice applications/devices used like CMS/Variant and Avaya Phones.
* Antivirus installation & updating and troubleshooting if any Virus issue.
* Encryption of Laptop through MacAfee Endpoint Encryption.
* Installation of Windows through WDS.
* Configure & Troubleshooting TCP/IP.
* Troubleshooting of Internet explorer.
* Co-ordinate with Server, network, software support and vendors management team.
* Provide Remote support to VIP User and Roaming User.
* Handling Video conferencing devices & supporting the clients on their schedule VC.
* User creation and set various permission to users and computers in active directory.
* Experience on call login tool like Wipro E-Helpline and BMC Remedy*.*

KEY SKILLS

* Ability to take initiative.
* Efficient problem solving.
* Oriented towards customer service.
* Ability to work without supervision and to take initiative.
* Well experienced in corporate Desktop support environment.
* Basic knowledge of DHCP, DNS, Active Directory.

ACADEMIC QUALIFICATION

* Passed B.A from J.P University in 2010.
* +2 from Bihar Board in 2007.
* Matriculation from Bihar Board in 2005.

PROFESSIONAL QUALIFICATION

* Diploma in Computer Hardware & Networking from **Jetking** Computer Hardware and Networking Institute R.O- Laxmi Nagar, New Delhi.

PERSONAL DETAILS

## Name : Sarbjit Kumar

Date of Birth : 15th Jan 1989

Sex : Male

Marital Status : Married

Nationality : Indian

Language Known : English & Hindi

I hereby declare that the above information is true as per my knowledge and belief.

Date :

Place: Pune

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(Sarbjit Kumar) 