

ANUP KUMAR TRIPATHI

ADDRESS: House no 27 ,Zone A, Block B, Arun Nagar, Rewa (MP), 486001

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Profile: Skilled IT Support Engineer (IT Infrastructure and Desktop Management) with 7 plus years of experience in providing comprehensive technical support to end-users in financial, customer service, and professional industries. Successful in installing, upgrading, and configuring innovative applications on Windows operating systems and providing technical support to optimize workflows and minimize business interruptions. I am happy with my current job and role, But I am look for a more productive role that suit my skill and ability to grow further, I am quick learner and ready to take new challenge required to perform better.

Experience

IT Support Engineer

Aug 2017- Present

Rewa Cyber Resolutions Pvt. Ltd., Rewa, MP, India

- Technical Support to end user – Desktop Support/ Helpdesk/Service desk/ Remote desk related issue and troubleshoot problem and solved technical related issue.
Technical troubleshooting mainly related to desktop/laptop/OS/Software, Hardware or Network (LAN, WLAN, Wi-Fi) Connectivity, Monitor day to day computer Performance.
- Install, Maintain, and Upgrade network resources like Router (Edge router, Distribution router or Wireless router), Switch, Firewall, WAP, VPN Client Setup, Load Balancing, Connecting and maintaining all the systems within the network.
- Installing Antivirus, Provide Services Virus Related issues & Backup and Restores of data.
- Project Handle and Installation of ERP Management Software.
- Installation of Windows (COS) and Server (SOS/NOS), Visual Studio, SQL Server R2, Crystal Report, and provide technical related support to end user.
- Installing and Provide Services of Real Time Biometric Attendance Management System.
- Operating System Installation and Troubleshooting (Windows-XP, 7, 8, 10), Install of different software in the system. Install patches and performs system backups and restore.
- Installation of Hypervisor like VMware Work Station and VMplayer for testing.
- Installing and Troubleshoot Printer related issue, DVR (Digital video recorder) and NVR (Network video recorder) issue and provide support.
- PC Assembling and upgrading the system as per project or client requirement.
- Train and guides staff hardware and software uses.
- Remote Support through Team viewer and Any desk.

Technical Support Engineer

Oct 2013 to June 2017

Vans Computer, Rewa, MP, India

- Operating System Installation and Troubleshooting (Windows-XP, 7, 8, 10), Install of different software in the system. Install patches and performs system backups and restore.
- Network related issues and Troubleshooting like LAN, WLAN, WiFi Setup.
- PC Assembling, Troubleshooting, Installing, Upgrading, Configuration of different software in the system. Check WST (workstation security tool) for Securing users machine i.e Monitor (Hard Disk Security, Antivirus, Firewall, Password Policy Check).
- Check latest updates of software which are Already Installed Check latest patches and updates it. Check all compliances related to security.
- Computer LAB Maintenance ,Data recovery
- Remote support through Team viewer and Ammyy Admin.

Trainee Desktop Support Engineer

Aug 2012- May 2013

IBM India Pvt. Ltd. (Payroll of Future Focus InfoTech Pvt. Ltd.) Pune, MH, India

- Project Handled at Work:
PGP (Pretty Good Privacy) deployment and Workstation Security.
- Technical Support Responsibility In IBM:
 - Check and Update ISSI (IBM Standard Software Installer).
 - Installation of Windows Operating Systems using IBM Imagex tool, BardP, WinPE, Ghost.
 - Check Global - Printer Related Issues and troubleshoot it.
 - Installation and Configuration of Lotus Notes, Same time.
 - Windows Firewalls and Antivirus updates.
 - Network related issues and Troubleshooting.
 - Backup and Restores user password and file systems on Windows.

Guest Lecturer

July 2011- Dec. 2011

Government Polytechnic College, Rewa, India, M.P.

Role: Teacher, Program & Project coordinator.

Subjects taught : Operating Systems Concepts & Application, Computer System Organization, Data Structures, Advanced Computer Networks, Assembly language and programming and Embedded system

Education

- **PG-DITISS** (Post Graduate Diploma in IT Infrastructure and System Security) from **C-DAC** Pune, M.H., India, Feb-July 2012 with 72%.
- Bachelor of Engineering in **Computer Science and Engineering** from Rajiv Gandhi Technical University, Bhopal, M.P. ,India, Year 2007-2011 with 73%.
- Higher Secondary (Physics, Chemistry, Math) from MP Board, Bhopal, MP, India in 2007 with 50%.
- High School from MP Board, Bhopal, MP, India in 2004 with 60%.

Area of Interest

- Network Defense & Countermeasures.
- IT Infrastructure , Desktop Support and Management
- Vulnerability Assessment of Network & Systems.
- Data Centre Management.
- Operating Systems Concepts & Administration.
- IT Infrastructure Library and IT audit.

Vocational Training: 45 days vocational training in **BIRLA MAIHAR CEMENT** (Prop. CENTURY TEXTILES & INDUSTRIES LIMITED) Sarlanagar, Maihar, Satna (MP).

Skills

- Windows Operating System Administration
- IT Infrastructure , Desktop Support and Management, Technical Support
- Networking : LAN, WAN, TCP/IP, WLAN, Wi-Fi, VPN, Load Balancing

LANGUAGES

- English : Working Knowledge (Read, Write, Speak)
- Hindi : Fluent

Personal Details

- Mother Name : Mrs. Savita Tripathi
- Father Name : Mr. Ramadhar Tripathi
- Date of Birth : 15 June 1989
- Sex : Male
- Nationality : Indian
- Marital Status: Married
- Hobbies: Photography, Singing, Listening to music, Teaching.

Declaration

I hereby declare that all the data furnished above are true as per best of my knowledge.

(Anup kumar Tripathi)