# **AVINASH Kumar**

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## **Job Objective**

To be a part of an organization in which I would be able to show my abilities and where process of learning never ends. A place where initiative, hard work and learning through constructive criticism is always promoted to achieve management goals and objectives.

## **Specialization**

## **IT Management /Vendor Management/Service Desk/Remote Desktop**

* Manage Laptop/Desktop Patches Update/SCCM support
* Manage Compliance Parameter/DLP/ITIL /Desktop Support
* Maintained Network Protection using Symantec Anti-Virus

## **Total Work Experience (5.5 years)**

**Net Connect pvt ltd**

Designation: Desktop Engineer L2

Duration:May 2019 to November 2019

* Performing day-to-day activity on Symantec antivirus ,DL P and DLO troubleshooting
* Resolving issues of MS Outlook, Outlook Express, Configuring and troubleshooting of MS Outlook 2007 & MS Office 2010, Service Desk Support, Incident Management/DLP support
* Vendor management, logistic and Store management
* Responsible for overseeing the procurement, warehousing and asset management functions within the company PAN India
* Knowledge of Windows Operating Systems and their components. SCCM client support
* Tracking the logged troubled tickets till closure and managing service request for Folder access /creation user id
* SCCM Administration patching and Softwate deploy/OS deploy.Client machine
* Remote support through SCCM console and troubleshoot issue regarding application issue

Excellent understanding of Patch Management

* Good understanding on the Reporting.BCP activity and Clean up activity as per user RMS
* Install and configure antivirus & download updated patch and install.
* Installation and configuration of Local & Network Printers
* Installation &working knowledge of BMC Remedy Call logging software
* ITIL knowledge for Incident management for service desk support
* Migrating of Win 7 to Win 10 as per Hardware refresh basis and deploying 0ffice 365 in new build machine, BMC Remedy ticketing tool
* Coordination with Vendor for Dell and Lenovo support
* Managed OS like Windows 7,8 and MS Patch Management through SCCM $ WSUS and achieving 95% compliance level on all monthly deployment.
* Generating Compliance report and sharing with the team. In addition, providing help in fixing the noncompliance machine (SCCM, SEP, Inactive Machines 30, 45 Days,WSUS, DLP Machine).
* Prepared weekly meetings (Like Conference Call or Video Calling) with team and followed up with meeting notes and action items.
* Responsible for Huddle Call and IR Call.
* **CMS IT Services Pvt Ltd**
* Client:Pernod Ricrad India Pvt Ltd.
* Designation:Desktop Engineer L2
* Duration:October 2018 to January 2019
* **IMSI India Pvt Ltd**
* **Designation:SCCM Administrator**
* Duration: January 2018 to April 2018
* **Progressive Infovision Pvt Ltd**
* **Project:Standard Chartered Bank**
* **Designation : Desktop Engineer L2**
* Duration:-January 2015 to January 2018

**Progressive Infovision Pvt Ltd**

**Project: Genpact Pvt Ltd (IT Park)**

**Designation: Desktop engineer l2**

Duration- August 2012 to January 2013

* Resolving issues of MS Outlook, Configuring and troubleshooting of MS Outlook 2007 & MS Office 2010,
* Install and configure antivirus & download updated patch and install.
* Installation and configuration of Local & Network Printers
* Installation, Maintenance and troubleshooting of Operating Systems (win XP, Win 7, Win vista
* Installation & working knowledge of BMC Remedy Call logging software

**Renovision Pvt Ltd**

**Project: GMR Pvt. Ltd**

**Designation: IT Service Desk Executive**

Duration: From November 2011 to July 2012

* Managing IT Support and procedures. Handling all the IT activitie
* providing IT FM services according to client’s requirements round the clock.
* Call Logging, Monitoring and Assignation of Ticket to the concerned IT person/workgroup
* using HP Openview Service Desk.
* Analyzing priorities and impact of incidents and making sure to meet the SLA.
* Tracking the logged troubled tickets till closure and managing service request for Folder access /creation, ID creation, DL management etc.
* To train new team members.
* Escalation as per defined Escalation Matrix.
* Manage service request as per defined Approval Matrix.
* Collecting users’ feedback to further enhance customer’s satisfaction level..
* Call Logging, Monitoring and Assignation of Ticket to the concerned IT person/workgroup using BMC REMEDY USER
* Tracking the logged troubled tickets till closure and managing service request for Folder access /creation, Password resetting, DL Management etc

## **Academic Profile**

 BCA from Jaipur National University,Rajasthan

 Diploma course in Information Technology from RPIT ,Delhi

 MCSE certification

 DOAECC “CCC” certification

### **Strengths**

* Possesses the will power and desire to keep learning.
* Have a positive attitude and cheerful nature.
* Ability to work in organized manner and under stressful condition/ deadline pressure.
* Good communication and analytical skill.
* Confidence and belief in myself.

## **Interested Area**

* Working on computer/net surfing.
* Proactive participation in events/ functions.
* Reading books & making friends.

## **Personal Profile**

Father’s name : Mr. J.P. Dutta

Mother’s name : Mrs. Nirmala Dutta

Nationality : Indian

Marital status : Single

 Sex : Male

Languages Known : English & Hindi

Passport No : K3350463