**Gagandeep Singh**

**Contact:** +91-9814102823,7349282319

**Email:** seerha.singh@gmail.com

**PROFESSIONAL SNAPSHOT**

**Objective:** To play a responsible role in an organization that enhances my skills and capabilities, challenges me to perform exceptionally.

**PROFESSIONAL EXPERIENCE \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_**

**Future soft Pvt. Ltd 26-Jun-2012 to 1 June 2013**

**Designation:** Desktop Support Engineer.

**Client---------------------------------------- Techmahindra Ltd**

**Duration**------------------------------------ 1 Year.

**Team Size**---------------------------------- 500+

**Role**------------------------------------------ System engineer

**Tools Used**--------------------------------- BMC Remedy, Microsoft LYNC, RAdmin, Landesk.

**Keen and Able Pvt Ltd 1-Jun-2013 to May 2015.**

**Designation:** Desktop Support Engineer

**Client---------------------------------------- Techmahindra Ltd**

**Duration**------------------------------------ 2 Year.

**Team Size**---------------------------------- 500+

**Role**------------------------------------------ System engineer

**Tools Used**--------------------------------- BMC Remedy, Microsoft LYNC, RAdmin, Landesk.

**Description: Tech Mahindra Limited** is an [Indian](https://en.wikipedia.org/wiki/India) [multinational](https://en.wikipedia.org/wiki/Multinational_corporation) provider of [information technology](https://en.wikipedia.org/wiki/Information_technology) (IT), networking technology [solutions](https://en.wikipedia.org/wiki/Solution) and [Business Process Outsourcing](https://en.wikipedia.org/wiki/Business_process_outsourcing) (BPO) to various industry. [Anand Mahindra](https://en.wikipedia.org/wiki/Anand_Mahindra" \o "Anand Mahindra) is the Chairman of Tech Mahindra, which is headquartered at [Pune](https://en.wikipedia.org/wiki/Pune) and has its registered office in [Mumbai](https://en.wikipedia.org/wiki/Mumbai" \o "Mumbai).Part of the [Mahindra Group](https://en.wikipedia.org/wiki/Mahindra_Group), Tech Mahindra is a US$4.7 billion company with over 113,550 employees across 90 countries. Tech Mahindra was ranked #5 in India's software services (IT) firms and overall #111 in [Fortune India 500](https://en.wikipedia.org/wiki/Fortune_India_500) list for 2012. Tech Mahindra, on 25 June 2013, announced the completion of a merger with [Mahindra Satyam](https://en.wikipedia.org/wiki/Mahindra_Satyam).

***Job Responsibilities***

* Handling the escalations & give direct support to users of the company.
* Meeting with senior related to IT queries and issues on monthly basis.
* Take care the setup of new projects and do all the testing as per project requirement.
* Configuration, installation and troubleshooting on Windows and all types of MAC systems.
* Configuration, installation and troubleshooting of Microsoft Outlook in windows.
* Mail configuration in Apple, windows and Android devices.
* Configuring & maintaining e-mail accounts on client end.
* Making inventory of All type of Desktop machines.
* Configuration, installation and troubleshooting of Bit locker and Safeboot for encryption.
* Installation of application software under multi-platform environments and distributed file systems.
* Managing and configuring the domain & workgroup based network.
* Installation, configuration managing of all types of printer on client machine.
* Working on BMC remedy tool and respond to helpdesk calls as per the specified SLA.
* Responsible for updating and installing the windows patches on end user’s machines.
* Upgrading and handling the McAfee.
* Ensure prompt resolution of queries put forth by internal /external customers and maintain high customer satisfaction levels.
* Coordinate with third party vendors to complete all the pending calls related to laptops, desktops and printers.
* Providing extensive support in desktops, servers and network level.
* VC room setup for board meetings, online trainings etc.
* Managing account lock issues.

**IBM Private** **Ltd 08 Jan 2016 – 14th July 2016 Designation**: Desktop support engineer

**Client----------------------------------------**Maruti Suzuki India LTD.

**Duration------------------------------------**6 Months

**Team Size----------------------------------**-40

**Tools Used---------------------------------**BMC Remedy, Window remote Assistance, RSAT.

**Description:** Maruti Suzuki India Ltd is India’s leading car manufacturer (formerly known as Maruti Udyog (LTD) established in 1981 in Gurgaon Haryana, Maruti Suzuki India today holds 45% of share in passenger vehicles in India. MSIL is spread all over India. Gurgaon and Manesar plants are the prime production plants.

***Job Responsibilities:***

* Installation, configuration and troubleshooting of Windows 7.
* Installation, configuration and Microsoft Windows Server update patches.
* Work on BMC Remedy ticketing tool.
* Configuration and troubleshooting of Microsoft Outlook and all mail related problems.
* Configuration and troubleshooting and updating Android, Apple and Blackberry.
* Managing and configuring Domain & Workgroup based network.
* Maintaining video conference systems Polycom.
* Doing daily health check of video conference system along with troubleshooting.
* User account creation and deletion, modifying users password through Remote Server Administrator Tool.
* Remote management through Remote desktop connection, Microsoft LYNC 2013, Window remote assistance.
* Configuration, installation and troubleshooting of Bit locker and Safeboot encryption software’s.
* Diagnosing & troubleshooting the end user’s issues which includes Desktop/Laptop hardware and software’s issues, application accessibility, network related issues (LAN, Wireless) etc.
* Configuration of the Network Printer.
* Installation and configuration of Anti-virus, Patch management etc.
* Backup & Restoration user data etc.
* Ensuring adherence to the SLA’s.
* Lock ticket on the behalf on user.
* In case of any hardware failure need to log the call with vendor and follow-up till its closure. If required, then need to escalate the same as per the escalation matrix.

**I-Source infosystem Pvt** **Ltd 15th Jan 2019 – 14th Nov 2019 Designation**: System Engineer

**Client---------------------------------------- Infosys LTD**.

**Duration------------------------------------**9 Months

**Team Size----------------------------------**-1000

**Tools Used---------------------------------**Landesk Ticketing tool, SCCM, Office 365 enterprise suite, Skype Business.

***Job Responsibilities***

* Handling the escalations & give direct support to users of the company.
* Managing SCCM on client machine
* Managing Office 365 enterprise suite on client machines
* Using Skype Chat box with client to understand the query for first Level.
* Using Skype remote tool to troubleshoot the window issue over intranet and internet.
* Troubleshooting various types on software and installation on client machine.
* Meeting with senior related to IT queries and issues on monthly basis.
* Take care the setup of new projects and do all the testing as per project requirement.
* Configuration, installation and troubleshooting on Windows.
* Configuration, installation and troubleshooting of Microsoft Outlook in windows.
* Mail configuration in Apple, windows and Android devices.
* Configuring & maintaining e-mail accounts on client end.
* Configuration, installation and troubleshooting of Bit locker and Safeboot for encryption.
* Installation of application software under multi-platform environments and distributed file systems.
* Managing and configuring the domain & workgroup based network.
* Installation, configuration managing of all types of printer on client machine.
* Working on landesk ticketing tool and respond to helpdesk calls as per the specified SLA.
* Responsible for updating and installing the windows patches on end user’s machines.
* Upgrading and handling the McAfee.
* Ensure prompt resolution of queries put forth by internal /external customers and maintain high customer satisfaction levels.
* Coordinate with third party vendors to complete all the pending calls related to laptops, desktops and printers on hardware issue.
* VC room setup for board meetings, online trainings etc.
* Managing account lock issues.

**CERTIFICATION \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_**

* Hardware, window server and networking certification from jetking infotech, chandigarh.

**CREDENTIALS \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_**

***Technical:***

* Msc.IT from Mata Gujri College in 2018.

***Academic:***

* 10th from P.S.E.B., Mohali in 2002.
* 12th from P.S.E.B., Mohali in 2004.
* Graduation from Govt. College sector- 11, Chandigarh in 2012.

***Major Technical Skill:***

* **Operating System**: Macintosh OS, Windows OS, Window Server OS.
* **Applications**: Microsoft Outlook, BMC Remedy tools.
* **Remote Tool**: Skype for business, RAdmin, Lan Desk, Team Viewer.
* **Backup Software**: Nero.
* **Antivirus**: McAfee.
* **Encryption Tool**: Bit locker, McAfee Endpoint Protection, WinZip.
* **Network Tools**: Ping, netstat, ipconfig, chkdsk, tracert, telnet, nslookup, getmac, mstsc.

**PERSONAL MINUTIAE \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_**

**Date of Birth** 03/07/1987

**Languages Known** Punjabi, Hindi, English

**Strengths**  Communication Skills, Quick Lerner,hard working.

**Permanent Address** H.no. 394,St:-R-13, G.T.B. Nagar, Lalheri Road, Khanna. (Punjab)

(Gagandeep Singh)