**Yashwant Singh**

C/o Kulwant Singh

# Plot No-1, A-Block, 2nd Floor, Right Side Dayal Bagh Colony, Faridabad-121009 Haryana. Mobile: 9914691103.

yashwant.singhp@gmail.com

**Professional Summary:**

Provides Local IT Infrastructure support services to end users. Configuring computer systems, diagnosing hardware, software faults, Server issue and resolving the problem.

**Skills:**

* Excellent knowledge of processes and tools utilized for system management, problem reporting, change management and support tools
* Knowledge of Mobile Device management Android, windows & IOS Devices.
* Basic Knowledge of SAN and NAS Storage, Veeam Backup, Symantec Backup, Connect Backup.
* Basic knowledge of VMware ESX
* Creating new user, Computer, Security groups & there management.
* Windows Server Support like share folder management, Print server.
* Managing R&D Virtual environment of remote location which involves creating new VM, Security and patch updating.
* Knowledge of Dell/HP/Lenovo server hardware Installation, OS Installation & Configuration according to the requirement.
* Excellent knowledge of Windows Operating Systems, VMWare, Hardware and Networks
* Working knowledge in ITIL Incident Management, Service request management, Asset Management (CMDB)
* Windows & Office 2016 - Strong Desktop support & troubleshooting
* Remote Support available to customer base and team even when away from the office.

**Work History:**

* **Team HR Services Ltd. (Randstad) - Gurgaon, Haryana, Senior System Engineer in Signify Innovations India Ltd (formerly known as Philips Lighting India Ltd) Feb 2019 to Current.**
* **Sysnet Global Technologies Pvt Ltd.- Mohali, Punjab, (Onsite) Senior Customer Support Engineer in the Philips Lighting India OCT. 2012 to Feb 2019.**

* **PCS Technology Ltd.- Mohali, Punjab, (Onsite) Customer Support Engineer May 2009 to Sept. 2012. In the Philips Electronics India Ltd.**

* **SK International. Chandigarh, (Field Support) Customer Support Engineer Sept. 2002 to May 2009.**

**Essential Responsibilities and Duties:**

* Provides second-line investigation and diagnosis
* Resolves and closes incidents/service requests as per help desk procedures & allocated timelines.
* Escalates unresolved incidents/service requests within agreed timescales
* Logs relevant incident/service request details per help desk procedures.
* Communicates with client regarding incident progress
* Ensures tickets are always updated until issues are resolved
* Keep follow up with the clients and provide accurate feedback to them.
* Performs Imaging of PCs.
* Performs IMAC (Install, Move, Add and Change)
* Troubleshoots and resolves PC incidents and/or VIP requests
* Coordinates with Service Desk for hardware repair
* Assists with Site Security TEAM on IT security issues and virus elimination.
* Creates/maintains documentation.
* Local network/Server support and/or assists centralized Network/server team
* Investigating, diagnosing, and solving computer software and hardware faults.
* Managing stocks of equipment, consumables, and other supplies,
* Supervising junior member of technical staff.

**Personal Information:**

**Permanent Address: -**

V.P.O MALAHU

TEHSIL PALAMPUR

DISTT. KANGRA

H.P. - 176087

**Date of Birth:** 28.03.1978

**Father's Name:** Sh. Bahadur Singh (Ex – Retd.Hony Capt.).

# Marital Status: Married

**Extra Activities:** NSS Volunteer for Two Year.

**Hobbies:** Cricket, Listening Hindi Music.

**Education:**

* MBA in information System from Sikkim Manipal University in 2011
* Advance Diploma in Computer Hardware & Networking from Jetking in 2000
* Bachelor’s in arts from Himachal Pradesh University in 1998.
* 10+2 from Himachal Pradesh school education board in 1995.

# Certification:

* ICSI | Certified Network Security Specialist (CNSS)

o Credential Number: 20776373

* NSE 2 Network Security Associate Certification.

o Certificate Number: E10NiwBfYW

* ITIL 2011 Foundation Certificate in IT Service Management.

o Certificate Number: GR750437649YS

# Awards:

* Certification of Recognition for taking ownership & saved Philips money & time in the Mohali Lighting Factory IT upgrade in 2012, Philips India IT Awards.
* Individual Contribution Awards for taking Ownership in 2014, Philips India IT Awards.
* Team Contribution award for Best IT project Execution in 2014. In 2015 IT awards.
* Certificate of Appreciation for successful implementation LDC (Servers) in MLF and Windows 10 Migration in 2018.

## Date: (Yashwant Singh)

**Place: - Faridabad.**