

NITIN

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PROFILE ABRIDGMENT

- **Performance driven professional with IT experience.**
- Successfully worked on time-critical User Service/ Infrastructure restoration, technical troubleshooting within complex IT systems environment
- Exceptional mediator between external and internal customers, capable of interpreting their concerns and viewpoints to produce successful outcomes.
- Excellent communicator with aptitude for collaborating with internal and vendor executives, to identify business needs and to develop winning solutions.

AREAS OF EXPERTISE

Functional Expertise

Technical Support	Debugging & Diagnosing	Preventive Maintenance
Network Administration	Server Administration	Installation & Commissioning
IT Security Operations	Coordination	Reporting

Technical Expertise

Web Development	ABC Flowcharter, Macromedia Director, Macromedia Fireworks, HTML
RDBMS	SQL, MS Access, MYOB
Hardware	LAN, WAN, Computer Hardware, VMware
Web-Related	Servers MS IIS
Browsers	Internet Explorer
ETL/Modeling	MS Excel (3)
Languages	SQL, C++, C programming, Visual studio
General Applications	Apps: Microsoft Office (Word, excel, power point, access), Adobe Photoshop, Corel Draw,
Dreamweaver.	

EMPLOYMENT HISTORY

Jan'19 – Present: Tech Next Software Pvt Ltd as Technical Support & Sales

Key Result Areas

- Providing Technical support to clients and help resolve customers' technical problems via email through the company's software program systems and applications.
- Logging the queries of customers and employees and diagnose software faults.
- Taking ownership of Clients/Agents issues reported.
- Provide timely and accurate solutions to their technical problems to the client by written instructions and technical manuals.
- Troubleshooting, Testing and evaluating new technology.
- Fetching, Adding/Updating the records in SQL/Database as per the requirement.
- Maintaining records of software licences and escalate the matter if required as per company standards and procedures.
- Following instructions, either written or in diagram form, in order to set up or fix a fault.

Sep'17 – Dec 2018: Adhrit Technologies Pvt. Ltd as Technical Support Engineer

Key Result Areas

- Troubleshooting IP/Computer Network, carrying IP designing, for connectivity logging include installing and configuring computer systems, diagnosing hardware/software faults and solving technical problems and processing support calls
- Working with US based potential and existing clients to identify computer problems and advising on the solution by taking the remote access.
- Attention to detail, High level of concentration and commitment, Interact with a wide range of customers and technical issues, Listening, Maintain customer relationships, Outstanding customer service
- Accountable for
 - Diagnosing and resolving technical hardware and software related issues involving windows installation, internet connectivity, LAN, WAN, email clients, printer, scanners, modem, router, extender and more
 - Following up and make scheduled call backs to customers where necessary
 - Documentation and updating from our and client end.

Key Result Areas

- Overseeing gamut of tasks including maintaining and troubleshooting IP/Computer Network, carrying IP designing, for connectivity logging and processing support calls
- Working with US based customers to identify computer problems and advising on the solution by taking the remote access.
- Accountable for
 - Diagnosing and resolving technical hardware and software related issues involving windows installation, internet connectivity, LAN, WAN, email clients, printer, scanners, modem, router, extender and more
 - Following up and make scheduled call backs to customers where necessary
 - Updating self-help documents so customers can try to fix problems themselves from their end

Sep'15- Jul'16: First Security (Auckland) as Security Officer

Company Profile: It is a multinational company based in Australia and new Zealand, providing reliable and efficient security services. It is a largest security provider in New Zealand, specialising in all aspects of residential and commercial security. The company also deals with the security alarms installation, alarm response, alarm monitoring, Video Surveillance, EMS (Electronic monitoring services), schedule and random patrols. We also provide concierge services and can coordinate the total security requirements

Key Result Areas

- Responding to building alarms, Opening and securing facilities
- Ability to handle multiple tasks and remain professional at times even under pressure.
- Alarm installation at the client's premises according to their requirement.
- EMS trained and coordinated with client for the installation till finish the job and reporting to manager if any issue.

Jan'13-May'14: Mobil (Morrinsville) as Service Support Officer

Company Profile: Mobil was the first oil company to operate in New Zealand. It is operating globally. it is the largest publicly traded international oil and gas company, uses technology and innovation to help meet the world's growing energy needs. The company holds an industry-leading inventory of resources and are one of the world's largest integrated refiners, marketers of petroleum products and chemical. The company is selling the products like petrol, diesel, LPG, vehicle oils, hardwares, foods and services

Key Result Areas

- Accountable for repairing the computer equipments like software and hardware if required and solve the network TCP/IP related issues.
- Engaged in maintaining and troubleshooting IP/Computer Network, Carrying IP Designing, for connectivity of different LAN/WAN Networks using Cisco Routers & Switches involving sub-netting, VLAN creation, User-defined policing, BGP routers advertising and evaluating system program.
- Responsible for
 - Testing and fixing hardware and software related issues.
 - Providing technical support as required by the team members on the POS.
 - Applying software upgrades and patches to the existing system and databases.
 - Responding to breakdowns if anything happen during the business & after hours.
 - Ordering & returning goods as required and enter into the system.
 - Generating profit and loss report on the the daily basis as required by the owner.
- Encouraged staff to exchange views and resolve problems

PREVIOUS EXPERIENCE

New World (Southmall) –NZ as Grocery Assistant	Apr'10-Oct'10
BP (Manukau), NZ as Customer Services Representative	May'08-Jan'09
Caltex (Pakuranga) as Customer Services Advisor	Nov'06-Apr'08
Foodtown (Papatoetoe) as Store man	Aug'06-Nov'06
Mobil (Papatoetoe) as Cashier	Aug'05-Aug'07

EDUCATION & CREDENTIALS

Queens academic group (QAG). Auckland City (NZ)

Course: **Diploma in BusIT Level-7**
Duration: 2.5 years
Completed: July 2014

Manukau Institute of Technology

Course: **Diploma in Information and Communication Technology Level-6**
Duration: 1 Year
Completed: December 2007

Course: **Diploma in Information and Communication Technology Level-5**
Duration: 1 Year
Completed: December 2006

Course: **Certificate in computing level-3**
Duration: 6 Months
Completed: December 2005

College of computer and information technology (CCIT)

Course: **Computer Basics Web Designing**
Duration: 6 Months
Completed: May 2005

Reference Available On Request