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SHUBHAM MANGAL

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IT SUPPORT ENGINEER

Objective

A confident and reliable IT support engineer with extensive practical experience of working with computers and resolving any support issues that are raised to the service desk. Possessing a proven ability to administer and control the operation, configuration and maintenance of computer based information systems, as well as having an eye for detail and able to multi-task under pressure. An excellent communicator can relate well with people at all levels and has the flexibility of working well as part of a team and on my own.

Skills

MS Word, Excel, PowerPoint, Outlook, Explorer, Domain, Problem Solving: Troubleshooting Network Problems, Internet Connection Issues, Printer Connection Errors, And Login Problems. Helpdesk, Desktop Support, Helpdesk, Service Desk, Active Directory, Hardware/Software: Changed and Replaced Various Computer Components, New Desktop & Laptop Configuration.

Work Experience

Senior Customer Support Engineer

CMS IT SERVICES - June 2019 – Till Date

Work Location – VARDHMAN TEXTILES LTD (Ludhiana)

- Assisted in determining requirements and developing plans to ensure smooth installation and documentation of new software and applications.
- Diagnosed and responded to routine problems through interactions with end-users.
- Created helpdesk tickets and respond to guests when issues are resolved.
- Performed analysis/troubleshooting of pcs peripheral devices including printers.
- Performed scans on PCs ensuring network devices are 100% compliance with latest security patches
- Scheduled, tracked and deployed Windows 7 to over 550 desktops for employees on the network.
- Created a developing knowledge base of common user issues, descriptions and resolutions.
- Installation and maintaining desktops, laptops, network services, equipment and devices.
- Installed software applications manually and through Sapphire tool on desktops.
- Office-365 problem solve.
- Solution for SAP Related Problems.

IT Help Desk Support

NIIT TECHNOLOGIES LTD – April 2018 – April 2019

- Provided the first-line technical support when handling calls, in order to provide time-of-call resolution to calls whenever possible.
- Provided an Ad-hoc service to users of all computer systems, troubleshooting and resolving systems problems.
- Carried out a prescribed program of system performance monitoring, measurement, management, and capacity planning for computer systems, to support a pro-active approach to meeting changing system demands.
- Assisted in the maintenance of the service desk knowledge base.
- Maintaining Security of Systems by implementing Anti-Virus Software.

IT Administrator

PVR CINEMAS Ltd – Dec 2017 – April 2018

- Responsible for OS, windows Server 2008 r2 Domain controller, Win 7, 10.
- Fully responsible for vista software server with administrator rights.
- Responsible for sql server jobs, backup database installation from back end.
- Daily Backup of the vista software and MS-SQL 2008 and Critical users' Desktop data backup.
- Responsible for Installation, Configuring and Maintaining Microsoft Outlook 2007, 2010, for Client Site. Maintain. Backup of all Mail Client Systems using by sync backup pro software.
- Responsible for monthly audit.

IT Support Engineer

AFORESERVE LTD – October 2016 – November 2017

IDM Solutions Pvt Ltd – September 2015 – September 2016

Work Location – RELIANCE INDUSTRIES LTD

- Provided desk-side support for laptop and desktop computers, Servers.
- Providing Support in IT operations and manage upto 300 PC, 25 thin clients and also providing network support in the plant.
- Troubleshooting and solving technical problems.
- Installed, upgraded, supported and troubleshot Windows Operating Systems and Microsoft Office suite, and other applications as assigned.
- Performed general preventative maintenance tasks on computers, laptops, printers and any other authorized equipment.
- Supporting users and network administrators over the telephone and by email.

Education

- Degree in Bachelor of science with three majors i.e. Computer, Math and Physics from SPN college,(Punjab University), Distt: Hoshiarpur
- 12th from A.S sen secondary school,(Mukerian), Distt: Hoshiarpur
- 10th from A.S sen secondary school,(Mukerian), Distt: Hoshiarpur

Achievements

Appreciation certificate on achieving best customer support provider.

Hobbies and Interest

- Interact with peoples, Learning new things.
- Photography, Net-Surfing.
- Listening To Music.
- Playing 8 ball pool.

Declaration

I hereby declare that the above information is true as per my knowledge and belief.

Date: 10 June 2020

Place: Ludhiana

Shubham Mangal