



PARVEEN KUMAR

IT Manager



PERSONAL DETAILS

Self-directed and highly motivated individual seeking a position as a IT Lead with advancement opportunities that will utilize acquired skills and education to contribute to a stable technology infrastructure to support business goals.



Phone Number

+919643456769



Email Address

parveenahlawat002@gmail.com



Address

J.P House, Plot No. - 56,
Kirti Nagar, Sector 15
Part 1, Gurugram,
Haryana 122001



SKILLS

● Network Administration



● Troubleshoot



● Domain Administration



● Vmware



● Team Management



● Application Management



EXPERIENCE (6.8 YRS)

Infinite Computer solutions, Gurugram

Assistant Manager | May 2018 - Present

- Provide technical support to Citrix and VMware Horizon users on daily task basis.
- Manage a team of 10-15 technical support representatives.
- Lead weekly team meeting to discuss current events and updates.
- Installation, configuration and maintenance of desktop, laptop and Thin client
- Good knowledge on HPDM server (OS installation, application deployment on thin client machines)
- Manage Active Directory and inventory of assets.
- Provide support on ZOOM, WEBEX, MS Teams and Skype for business.

R1RCM, Gurgaon

Senior Analyst - IT | Jul 2017 - May 2018

- Maintain and installation of Access points, LAN, WAN and Wi-Fi network, printer, desktop and laptop
- Create user account, Domain policies and managing account on Domain controller
- Monitor network health and maintenance of existing networking equipments
- Troubleshoot and solve networking issues - TCP/IP, DNS, DHCP, Layer 2/3 network devices
- Settings of the networking devices (Cisco Router, switches) and co-ordinating with the System/Network administrator during any major changes and implementation
- Implement, manage and support XenApp to provide virtual applications to business users
- Resolve tickets as per SLA basis to meet customer requirements

Oravel Stays Pvt. Ltd. (OYO), Gurgaon

IT Support Executive | Jan 2015 - Jul 2017

- Installing operating systems and configuring the peripherals, components and drivers.
- Installing, maintaining and supporting computer communication network (LAN & WAN)
- Diagnosing Hardware problems and installation of various printers.
- Handle escalation independently and ensure such incidents should not happen in future.
- Managed the McAfee Endpoint Antivirus Support for Lease Line to all User PCs.
- Installation, Configuration and Troubleshooting of Domain Controller.
- Installed software, patching, upgrading and maintenance of operating system.
- Supporting all Vendor Engineers across India for L2 Desktop calls.

Sterling Infoways Pvt. Ltd., Gurgaon

IT Support Engineer | Nov 2013 - Dec 2014

- Installation and troubleshooting of all types of laptops and desktops.
- Troubleshooting of OS, LAN, WAN and Hardware
- Installation and configuration of IP phones.
- Provide onsite service and support to customer for laptop & desktop, Server and Printer



EDUCATION

Maharshi Dayanand University, Rohtak | Aug 2008 - Aug 2012

B.Tech | 68%



PROFESSIONAL ENHANCEMENTS

- **ITIL Certified** -IT Service Management
- CCNA Training from Garud InfoTech, Gurgaon



EXTRA-CURRICULAR

- Best **ATHLETE** of the college during 2009-2012
- Secured 1st position in intra college **VOLLEYBALL** tournament during 2009-10