**Gurjot Singh Sandhu**

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* **:** Address- **T-750, Baljeet Nagar, Prem Nagar Road New Delhi - 110008**

Seeking for a stable job with learning assignments in **System Administration/Administration,** preferably from **IT sector**

**PROFILE SUMMARY**

**Hardware and Networking** with total work experience of **6.2 years. Highlights:**

* Pivotal role in sourcing vendors and providing on-site technical support on workstations along with network hardware & software
* Implemented controls around computer & network related issues to enable 1st level support and faster troubleshooting operations
* Instrumental in evaluation and performance of quality audits for the team while recommending necessary actions for areas of improvement thereby increasing the efficiency
* Merit of providing highest standards of customer service through knowledge sharing with team members and documentation of work
* Distinguished abilities in **troubleshooting windows server problems** to ensure **minimum downtime & maximum availability of network,** functional expertise in providing **24/7 support** in a fast-paced call center environment
* Demonstrated proficiency supporting overall performance of the **Operating System comprising of troubleshooting during hangs/ lockups, slow performance and system issues**
* An effective communicator with honed planning, analytical, problem solving and time management skills.

**ORGANIZATIONAL EXPERIENCE**

## AM Computers (JanakPuri DC, New Delhi): 2 Years

* + Installation, Managing, Configuring, Assembling, and Troubleshooting of Desktop, and Laptop computers.
  + Installation, Configuration and Troubleshooting of Windows XP, Windows 2007, Windows 2008, and also Backup, Recover and Restore Windows of HP, IBM and Dell PC’s.

## Manikaran Power Ltd. (Dwarka, New Delhi): 1 Year 6 Months (Oct 13-Apl 15)

* + Installation, Managing, Configuring, Assembling, and Troubleshooting of Desktop, and Laptop computers.
  + Installation, Configuration and Troubleshooting of Windows XP, Windows 2007, Windows 2008.
* Handling LAN maintenance while preparing IP address records
* Installing, configuring and maintaining network printers.
* Delivering Microsoft Server Administration encompassing monitoring server status, troubleshooting issues related to client connectivity, response time, and server performance.
* Installation, Configuring and Managing Network printers.
* Managing and Troubleshooting Network related issue

## Spectrum Infogain Services Pvt. Ltd. (NOIDA, UP): 6 Months (May 15-Oct 15)

* Installation, Managing, Configuring, Assembling, and Troubleshooting of Desktop, and Laptop computers.
* Installation, Configuration and Troubleshooting of Windows XP, Windows 2007, Windows 2008, RedHat, Ubuntu, CentOS.
* Installing, configuring and maintaining network printers.
* Installation, Configuring and Managing Network printers.
* Managing and Troubleshooting Network related issue.

## Qualtouch Solution Pvt. Ltd. (MayaPuri, New Delhi): 8 Months (Dec 15-Jul-16)

* Installation, Managing, Configuring, Assembling, and Troubleshooting of Desktop, and Laptop computers.
* Installation, Configuration and Troubleshooting of Windows XP, Windows 2007, Windows 2008, Windows 10, Red-Hat, Ubuntu, CentOS.
* Handling LAN maintenance while preparing IP address records
* Delivering Microsoft Server Administration encompassing monitoring server status, troubleshooting issues related to client connectivity, response time, and server performance.
* Managing and Troubleshooting Network related issue.
* Interacting with client & system engineering team for requirement gathering & scoping and providing 24/7 technical support by answering queries & resolving complex technical issues
* Installing, supporting and maintaining servers or other computer systems while planning for and responding to service outages & related problems
* Handling end to end project management activities inclusive of planning, effort, design, scope, estimation, resource coordination and delivery as per specified timeframes
* Installing and configuring server operating systems, application software & hardware, etc. while handling disk space, user profile creation and user rights management

## Wise Travel India Pvt. Ltd. (Dwarka, New Delhi): 1 Year 9 Months (Sep 16-May 18)

* Installation, Managing, Configuring, Assembling, and Troubleshooting of Desktop, and Laptop computers.
* Installation, Configuration and Troubleshooting of Windows 7, Windows 8-8.1, Windows 10.
* Handling LAN maintenance while preparing IP address records
* Delivering Microsoft Server Administration encompassing monitoring server status, troubleshooting issues related to client connectivity, response time, server performance.
* Managing and Troubleshooting Network related issue.
* Interacting with client & system engineering team for requirement gathering & scoping and providing 24/7 technical support by answering queries & resolving complex technical issues
* Installing, supporting and maintaining servers or other computer systems while planning for and responding to service outages & related problems
* Handling end to end project management activities inclusive of planning, effort, design, scope, estimation, resource coordination and delivery as per specified timeframes
* Installing and configuring server operating systems, application software & hardware, etc. while handling disk space, user profile creation and user rights management
* Remote support and Monitoring through Remote Desktop Connection, TeamViewer, Any desk and Ammyy Admin.
* Configure & manage Antivirus on user’s machine.

## Global Audio Text Solutions Pvt. Ltd. (Pitampura, New Delhi): (June 18 to present)

* Installation, Managing, Configuring, Assembling, and Troubleshooting of Desktop, and Laptop computers.
* Installation, Configuration and Troubleshooting of Windows 7, Windows 8-8.1, Windows 10.
* Handling LAN maintenance while preparing IP address records
* Delivering Microsoft Server Administration encompassing monitoring server status, troubleshooting issues related to client connectivity, response time, and server performance.
* Managing and Troubleshooting Network related issue.
* Interacting with client & system engineering team for requirement gathering & scoping and providing 24/7 technical support by answering queries & resolving complex technical issues
* Installing, supporting and maintaining servers or other computer systems while planning for and responding to service outages & related problems
* Handling end to end project management activities inclusive of planning, effort, design, scope, estimation, resource coordination and delivery as per specified timeframes
* Installing and configuring server operating systems, application software & hardware, etc. while handling disk space, user profile creation and user rights management
* Remote support and Monitoring through Remote Desktop Connection, TeamViewer, Any desk and Ammyy Admin.
* Configure & manage Antivirus on user’s machine.

**CORE COMPETENCIES**

### Functional Skills:

* Interacting with client & system engineering team for requirement gathering & scoping and providing 24/7 technical support by answering queries & resolving complex technical issues
* Installing, supporting and maintaining servers or other computer systems while planning for and responding to service outages & related problems
* Handling end to end project management activities inclusive of planning, effort, design, scope, estimation, resource coordination and delivery as per specified timeframes
* Installing and configuring server operating systems, application software & hardware, etc. while handling disk space, user profile creation and user rights management

### Technical Skills:

* Installation, Managing, Configuring, Assembling, and Troubleshooting of Desktop, and Laptop computers.
* Installation, Configuration and Troubleshooting of Windows XP, Windows 2007, Windows 2008, and also Backup, Recover and Restore Windows of HP, IBM and Dell PC’s.
* Installation, Configuring and Managing Network printers.
* Managing and Troubleshooting Network related issue.
* Installation, Configuring and Managing Wi-Fi Service & Devices and also Configure A.P. (Access Point).
* Installation, Configuration & Troubleshooting MS Outlook 2003, 2007, 2010 and as well as Outlook express also on Clients Workstations.
  + Working Experience in VPN Environment.
  + Remote support and Monitoring through Remote Desktop Connection, TeamViewer, Any Desk and Ammyy Admin.
  + Configure & manage Antivirus on user’s machine.

## Key Result Areas:

* Handling LAN maintenance while preparing IP address records and updating via IP scan software
* Installing, configuring and maintaining network printers
* Delivering Microsoft Server Administration encompassing monitoring server status, troubleshooting issues related to client connectivity, response time, server performance,

**ACADEMIC DETAILS**

* + Passed 10th From C.B.S.E (Delhi) in 2008.
  + Passed 12th From C.B.S.E (Delhi) in 2010.
  + Diploma in Computer Hardware and Networking 2010 (12 months)
  + Diploma in Advance Software technology 2011 (2 year)
  + Cisco Certified Network Associate From IIHT in 2016 (6 months)

**PERSONAL DETAILS**

Father’s Name Jasbir Singh Sandhu

Date of Birth 8th Nov. 1991

Marital Status Single

Languages Known English, Hindi, Punjabi. Nationality Indian

Hobbies Keep to learn new technologies, Net Surfing

Relocate Yes