Resume

# Rajiv kumar singh

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### Career Objective

Looking forward to a challenging position in Information Technology, where I could garner skills and leverage my strengths through hard work. I enjoy working with a team comprising of talented members to leverage maximum potential available for the growth of an individual along with the organization.

**Technical Skills:**

* Knowledge of VMware, AWS and Citrix basics.
* Worked on applications like Skype, Cisco Webex, McAfee security (EPO), MS Outlook, Tivoli (TSM), Service Now, McAfee, Remedy, IE, SCCM, Cisco packet tracer etc.
* Good knowledge in troubleshooting most of the system/windows level issues.
* Knowledge of DHCP, DNS, Exchange Server, SCCM etc.
* Good Knowledge off Operating system, IE, CMD registry etc.
* Keen interest in Networking and Cloud computing domain.

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### Professional Experience Profile

**4. Worked with Wipro Technologies Ltd**

**Site: - EXL Services PVT LTD**

**Designation : Administrator L2**

**Duration : 05-03-2018 to 05-03-2020**

**Roles & Responsibilities**

* Works on compliance related issues and problem management most of the time.
* Troubleshooting VDI related issues like Citrix, VMware, Aws applications.
* Troubleshoot most of the internet, intranet, computers, Laptop, related issues.
* Good hands on McAfee, Operating system, IE, CMD, registry, pull printing, NAC etc.
* Using BMC remedy for tracking and updating tickets.
* Handle escalations/P1 calls related to network, VDI, applications, etc. and coordinate with higher level teams like NAC, Enoc, SEL3 teams to close ASAP.
* Always try to resolve tickets within SLA time.
* Handling small activities on weekends.
* Providing Technical’s trainings and technical’s guidance to Engineers.
* Troubleshooting of all applications like, outlook, Skype, citrix, Java, VMware, MS office, webex.

**3. Sysnet Global technology PVT-LTD**

**Site: - Ericsson Global India Private-Limited (HP Project)**

**Designation : Desktop Support Engineer L2**

**Duration : 18-11-2015 to 24-02 2018**

**2. Kaizen care PVT- LTD**

**Site: - Income Tax Department IBM Project (CBDT)**

**Designation : IT FMS Engineer**

**Duration : 01-12-2014to17-11-2015**

**1. Allied Digital Services Ltd**

**Site: - Income Tax Department IBM Project (CBDT)**

**Designation : IT FMS Engineer**

**Duration : 24th Jan2013 to 30 Nov 2014**

### Professional Certification

* **Completed MCSE & CCNA From Jetking Vikashpuri New Delhi**
* **Completed Hardware & Networking Diploma from Jetking Vikashpuri New De**lhi

### Academic Qualifications

* **Graduate from Jay Prakash University (2013)**
* **Intermediate from BSEB Patna (2010)**
* **High Schooling from BSEB Patna(2008)**

### Personal Details

**Father’s Name** Mr. Amresh Kumar Singh

**Date of Birth** 20-Jan-1993

**Gender** Male

**Marital Status** Unmarried

**Nationality** Indian

**Hobbies** Listen Music & Surfing net

Date: - Rajiv Kumar Singh