# CURRICULUM VITAE

MCP

**JOGINDER SINGH THAKUR**

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| Career Objectives |
| To work under a Progressive Environment Where I can explore my skills through continuous learning and fruitfully works for an Organization. |

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| **Professional Experience Summary** | Presently working as a Senior Technical Support in **Convergys India Services Pvt. Ltd.** (CONCENTRIX) Gurgaon, Since 11th March 2016 to the till date.  Below mentioned are the salient assignments of my profession:   * Working on SMS ticketing tool. * Creating collections and queries in SCCM. * Monitoring System center endpoint protection console. * Creating Packages and Applications for Software deployment. * WSUS Patch deployment through SCCM server. * Managing users, groups and computers in Active directory environment. * Providing access to users on shared folders. * Implementing group policy for users and computers. * Monitoring File and print server, Active Directory data backup. * Providing support to fix the application related issues. * Troubleshooting SCCM client issues on client machines. * Troubleshooting SCEP issues on client machines. * Monitoring and managing backup server (Brightstor, Avamar) and timely rotation of tapes to the off-site locations. * Working on compliance reports: - Bit locker, SCEP, WSUS. * Working on remote support tool in work from home like Bomgar, Zoho, Team Viewer, SCCM Remote tool etc. |
| **Professional Experience Summary** | Previous Experience: - Since June 2013 to March 2016. Worked with **Future soft Pvt. Ltd.** at their Client location **HCL Technologies Pvt. Ltd.** Noida Sec 126 as a System Engineer.  Below mentioned are the salient assignments of my profession:   * Working on Remedy 7.6 ticketing tool. * Update the tickets in Magnify ticketing system. * Ensure calls are resolved within SLA. * Handling Escalation of all the Engineers requests. * Remote Installation of different applications & Software, Testing, Troubleshooting of applications and Escalation to the proper support Group * Installation of updates / Patches/ bug fixes of business applications. * Configuring and Troubleshooting of Microsoft Outlook. * Troubleshooting laptops & desktops related problem through Dame-Ware, MS communicator and Remote Desktop Connection. * Responsible for all the Networking issue with in a building. * Creating & Managing Users & Groups and their Profiles like Roaming & Mandatory. * Responsible for Citrix and VPN connectivity respectively to various projects. * Network related Problems like Verifying Connectivity through IP Addressing. * Troubleshoot Symantec Antivirus related issues. * Wireless/wired installation, troubleshooting. |
| **Technical Skills** | * Operating System: Win 98, Win 2000, Win XP, Win Vista, Win 07, Win 8.1, Win 10, 2K3 Server, 2K8 Server. * Tools: - Norton Ghost, DeamWare, VMware Workstation, MacAfee SafeBoot, Bit locker. * Troubleshooting laptops & desktops related problems. * Basic configuring and managing DNS and DHCP * Printer Setup and its related problems. * Configuring and troubleshooting of Internet explorer. * Configuration and troubleshooting of outlook and its related problems. |
| Educational Qualifications | * Msc-IT from Sikkim Manipal University 2013. * B.A from Delhi University 2010. * Senior Secondary Education:- From Central Board Secondary Education New Delhi 2006. * Higher Secondary Education:- From Central Board Secondary Education New Delhi 2004. |
| **Technical Qualifications** | * Microsoft Certified System Administrator (MCSA). * DAX Certified Network Engineer (DCNE). |
| **Personal Details** | Father’s Name : Sh. Amar Singh Thakur  Date of Birth : 12 July 1987  Sex : Male  Nationality : Indian  Religious : Hindu  Marital Status : Unmarried  Language Known : Hindi, English |
| **Hobbies** | Spend my time with Computer, Listening to music & Visiting new places. |
| **Date** |  |
| **Place** |  |

**(Joginder Singh Thakur)**