# CURRICULUM VITAE

 

**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.
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| **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.
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| **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.

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| 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.

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| **Technical Qualifications** | * Microsoft Certified System Administrator (MCSA).
* DAX Certified Network Engineer (DCNE).
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| **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)**