

# Suresh

**Current address:** Oyo Life, Room no. 8, 63 Noble Enclave, Sec 22,

Gurgaon.Haryana-122016

**Permanent address:** 708/24 DLF Colony,Rohtak. Haryana-124001

**Contact No.** 8950292677

**Email address:** sdhingra30@gmail.com

## Professional Summary

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A focused professional offering nearly 5 years of experience in IT Infrastructure Mgmt, IT Operations, System Administration, Change Management, Hardware Networking, Desktop Engineering, Technical Support, OS Installation, Troubleshooting, End User support.

## Work Experience

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**12/2019 - Till Date.**

### **Amdocs Development india LLP - Gurgaon, Haryana.**

PC ADMIN-

- Install, repair and analyze hardware, software, and peripheral equipment, following design or installation specifications.
- Document service request with appropriate communication with customer for resolution, and observations, if any, using incident and service request management system
- Understand business requirements and provide appropriate solutions within the approved budget and timelines.
- Provide appropriate support according to roles and SLA
- Comply with and be aware of HW, SW and Security policies
- Collaborate with other IT domains and non-IT stakeholders to provide the required level of service and incident resolution.
- Manage relationships with relevant PC vendors for hardware and software needs, as required
- Ensure timely support to VIP customers and appropriate TAT for critical project requirements
- Participate in POCs and global PC projects, and undertake testing of new generation PC equipment such as desktops, laptops, screens, dumb terminals.
- Support any specific project PC, Network setup for meeting room, town-hall support, meeting room support, etc.
- Lead and build team knowledge capabilities and versatility, variety of personal skills (applicable for team leads only) •

**03/2018 - 08/2018**

### **Microland Limited - Gurgaon, Haryana**

SENIOR ENGINEER-

- Maintain issue log and manage tickets P1,P2,P3,P4,P5.
- Maintain IT Stock and issue of new hardware & software of users in IAMS tool.
- Providing support to users regarding installation, configuration, security issue, virus issues, data backup and data restore.
- Providing support to standalone anti-virus users as well as McAfee (Enterprise an
- Install, maintain and troubleshoot various applications as per business requirements for laptops, PCs.
- Active Directory Services; Active Directory Group Policy Objects (GPO); Group Policy Management Console (GPMC); User accounts creation. User accounts movement. User accounts deletion. AD id passwords reset.

**07/2015 - 12/2017**

### **BA Motors Private Limited - Rohtak, Haryana**

IT/EDP INCHARGE -

- Support on online/offline automobile software sieble, DMS.
- Create Queries Regarding User Related Issues On Sieble.
- Handling & Maintaining of all Network of Systems & Solving Hardware Related issues.
- Configuring, Managing & Maintaining Firewall, SERVER, LAN & WAN.
- In Field Work Maintain & Check all branches and rectify Hardware & basic Network issue.
- All Software Installations Such as windows, MS-Office, software etc.
- Working on Remote Desktops softwares likes Ammy admin, Team Viewer, Anydesk.
- Configuration and troubleshooting of MS Outlook.
- Troubleshoot Internet issues, Wireless connection and Printer issues.

03/2014 - 07/2015

#### **Lohchab Motors Private Limited - Rohtak, Haryana**

##### **IT INCHARGE -**

- Handling & Maintaining of all Network of Systems & Solving Hardware Related issues
- Configuring, Managing & Maintaining LAN & WAN.
- In Field Work Maintain & Check all branches and rectify Hardware.
- Troubleshoot and Resolve issues (Hardware and Software) Related to Desktop and Associated Peripherals
- Operating Systems (OS) Installation / Re-installation, Upgrades and Patches for Desktops
- All Software Installations Such as windows, MS-Office, software etc.03/2018 - 08/2018
- CCTV Footage Monitoring & Configuring for online streaming on mobile and laptops.

## **Qualification**

BCA from C.V Raman University.

12<sup>th</sup> -**National Institute of Open School.**

10<sup>th</sup> -**Haryana Board of school education.**

## **Language**

English

HINDI

## **Additional Skills**

Windows & mac System related troubleshooting hardware or software level.

Implementation and administration of Active Directory component, Permission and policy.

Email forwarding and managing user & group in webmail server. Outlook configuration.

Good understanding and knowledge of Laptops,desktops, servers & IT infrastructure setup.

END User support.

## **Core Competencies**

To hold a position of responsibility in an Organization with an opportunity for the growth of the organization along with having a long-term relation and to conduct myself such a manner as to uphold the dignity of the profession.

I hereby declare that all the above-mentioned statements are correct as best of my knowledge.

Date:

(Suresh Dhingra)

