ANUP KUMAR TRIPATHI

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Profile: Skilled IT Support Engineer (IT Infrastructure Service, Technical Support, Desktop Support, IT Service Desk, IT Helpdesk) with 7 plus years of experience in providing comprehensive technical support to end-users or customer in financial, customer service, and professional industries. Successful in installing, upgrading, and configuring innovative applications on Windows operating systems and providing technical support to optimize workflows and minimize business interruptions. Now I am looking for a more productive role that suit my skill and ability to grow further, I am quick learner and ready to take new challenge required to perform better.

Experience

IT Support Engineer and Co-Founder   Sept 2017- Present
Rewa Cyber Resolutions Pvt. Ltd., Rewa, MP, India

- Technical Support/ Desktop Support/ IT Helpdesk/IT Service desk/ Remote Desk related issue and troubleshoot problem and solved technical related issue as per our scope, create ticket of incident and service request as per nature of requirement, prioritizing the ticket as per the criticality of task, route the tickets to concern team, following up with user in case of pending case by phone or email. **Incident or Service Request** mainly related to desktop/laptop/OS/Software, Hardware or Network troubleshoot (LAN, WLAN, Wi-Fi) Connectivity. Also monitor day to day computer Performance.
- Follow the ITIL process for incident management, service request, change and service improvement.
- Work on ServiceNow and twarit (ITSM) for manage incident and provide support for particular task.
- Work on active directory for adding new user and apply group policy in particular organization unit.
- Troubleshoot, Install, Maintain, and Upgrade network resources like Router (Edge router, Distribution router or Wireless router), Repeater, Switch, Firewall, WAP, VPN Client Setup, Load Balancing, Connecting and maintaining all the systems within the network.
- Installing Antivirus, Provide Services Virus Related issues & Backup and Restores of data.
- Project Handle and Installation of ERP management software which is developed by our company.
- Installation of Windows (COS) and Server (SOS/NOS), Visual Studio, SQL Server R2, Crystal Report, and provide technical related support to end user.
- Installing and Provide Services of Real Time Biometric Attendance Management System.
- Operating System Installation and Troubleshooting (Windows-XP, 7, 8, 10), Install of different software in the system. Install patches and performs system backups and restore.
- Installation of Hosted Hypervisor like VMware Work Station and VMplayer for testing.
- Installing and troubleshoot Printer related issue, DVR and NVR related issue and provide support.
- PC Assembling and upgrading the system as per project or client requirement.
- Train and guides staff for hardware and software uses.
- Remote Support through Team viewer and Any desk.

Technical Support Engineer   Nov 2013 to June 2017
Vans Computer, Rewa, MP, India

- Operating System installation and troubleshooting (Windows-XP, 7, 8, 10), install of different software in the system. Install patches and performs system backups and restore.
- Network related issues and troubleshooting like LAN, WLAN, WiFi Setup.
- PC Assembling, Troubleshooting, Installing, Upgrading, Configuration of different software in the system. Check WST (workstation security tool) for securing users machine (Hard Disk Security, Antivirus, Firewall, Password Policy Check). Computer LAB Maintenance ,Data recovery.
- Check latest updates of software which are already installed check latest patches and updates it. Check all compliances related to security.
- Remote support through Team viewer and Ammyy Admin.

Trainee Desktop Support Engineer (Contractor)   Aug 2012- April 2013
IBM India Pvt. Ltd. (Payroll of Future Focus InfoTech Pvt. Ltd.) Pune, MH, India
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- Project Handled at Work:
  PGP (Pretty Good Privacy) deployment and Workstation Security.
- Technical Support Responsibility In IBM:
  - Work on IBM ITSM related issue and provide support to internal user and follow-up.
  - Check and Update ISSI (IBM Standard Software Installer).
  - Installation of Windows Operating Systems using IBM Imagex tool, BardP, WinPE, Ghost.
  - Check Global - Printer Related Issues and troubleshoot it.
  - Installation and Configuration of Lotus Notes, Same time.
  - Windows Firewalls and Antivirus updates.
  - Network related issues and Troubleshooting.
  - Backup and Restores user password and file systems on Windows.

Guest Lecturer   July 2011- Dec. 2011
Government Polytechnic College, Rewa, India, M.P.
> **Role:** Teacher, Program & Project coordinator.
> **Subjects taught:** Operating Systems Concepts & Application, Computer System Organization, Data Structures, Advanced Computer Networks, Assembly language and programming and embedded system

Technical Education
- **PG-DITISS** (Post Graduate Diploma in **IT Infrastructure and System Security**) from **C-DAC** Pune, M.H., India, Feb-July 2012 with 72%.

- Bachelor of Engineering in **Computer Science and Engineering** from Rajiv Gandhi Proudyogiki Vishwavidyalaya, Bhopal, M.P., India, Year 2007-2011 with 72%.

Area of Interest
- **ITIL (Information Technology Infrastructure Library) and IT audit.**
- IT Infrastructure, IT Service Desk , Desktop Support and Management
- Information Security, Network Security, Network Defense & Countermeasures.
- Vulnerability Assessment of Network & Systems.
- Operating Systems Concepts & Administration.

Technical Skills
- IT Service Management: IBM ITSM, ServiceNow, Basic knowledge of HPSM or BMC remedy.
- IT Infrastructure , Desktop Support, Technical Support, Hardware Support, Service desk, helpdesk
- Operating System- Windows XP, 7, 8, 10, Basic knowledge of Windows Server and Linux
- Hypervisor : VMware Workstation, VMPlayer, Virtual Box, Basic knowledge of Hyper-v
- Office : MS Office 2003,2007,2016,LibreOffice for Linux system, Basic knowledge of Office 365
- Email : IBM Lotus Notes Same time , Microsoft Outlook, Thunderbird
- Remote Support Tools: Team Viewer, Any desk, Ammy admin, Chrome Remote Desktop
- Network setup , LAN, WLAN, WAN, WAP, Router , Repeater, Wi-Fi , Switch, DHCP, VPN Client
- System Security: Antivirus, Password Policy, Firewall, Proxy Server, PGP, Backup & Restore, Data Recovery, Bit locker.

LANGUAGES
- English : Working Knowledge (Read, Write, Speak)
- Hindi : Fluent

Personal Details

- Mother Name : Mrs. Savita Tripathi
- Father Name : Mr. Ramadhar Tripathi
- Date of Birth : 15 June 1989
- Sex : Male
- Nationality : Indian
- Marital Status: Married
- Strength: Good Team Leader and player, Good Listener, Self Motivate, Smart Working
- Hobbies: Photography, Singing, Watching movies, teaching.

Declaration

I hereby declare that all the data furnished above are true as per best of my knowledge.

(Anup Kumar Tripathi)