Sharwan Vishwakarma

Contact

Location:
Naif Deira, Dubai - UAE

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Languages

English
Hindi

Strength

- Adoptive Nature
- Punctual
- Quick Learner

IT SUPPORT SYSTEM ENGINEER

Career Objective

Aiming to utilize my technical and management skills for achieving and developing best performance in organization. Where i can make a significant contribution using my innovative ideas, technical skills creativity for accomplishing the projects and my professional skills experience with the objective of development & growth of the Organization.

Roles & Responsibilities

•Installing,Configuring, testing and maintaining operating system, application software and system management tools.

• Managing and monitoring all installed system and infrastructure.

• Ensuring the highest level of system and infrastructure availability.

• Address user tickets regarding hardware, software and Networking.

• User clients installing Application and computer peripherals.

• To Create network digram and design network Cummuniction system.

• Follow up with clients to ensure their system and network are functional.

• Ask targeted questions to diagnose problems.

• Guide user with simple, step-by-step instructions.

• Conduct Remote Troubleshooting.

Technical Key Skills

- System –Assembling & Disassembling.
- Printer Configuration & troubleshoot.
- MS Office & Outlook Configuration 2007, 2013.
- UIDAI Aadhaar Application Support.
- CCTV Configuration & Backup.
- Network device Confi Fortinet,wifi Acces point
- Microsoft Azure cloud
- Client OS installation troubleshoot&Backup
- Excess System Remote Tools & RDS.
- Service-Orianted
- Windows Server Installation 2008,2012.
- RJ45 Lan Punching
- CCNA Networking Basic.
- Network File sharing and Domain users
- Office365 configuration
- Service Desk Portal.

Work Experience

Position : IT Desktop Support Engineer
Precision Techserve Pvt.Ltd, INDIA |Aug 20th 2021 to Dec10th 2022
    • Manage Network and Provide onsite remote support for desktop, laptop,Printer,mobile & basic server administrator.
    • Support team member with resolving client issue
    • 1 to 3+ year of experience troubleshooting the current version of windows operating System.

Personal Details

Date of Birth: 05th March 1997

Nationality: Indian

Gender: Male

Marital Status: Married

Passport Details

Passport No: V0432774

Date of Expire: 10-01-2031

Visa Status: Visit Visa (28thMarch

- to 26th May 2023)

Soft Skills:

Excellent Customer problem Solving Skills

and documentation Skills.

Team building and Analytical thinking.

Communication skills (Verbal & Written)

and ability to work remote support 24x7.

- Basic configuration of switch,router & firewall functionalities.
- Configuration outlook &office 365 troubleshooting
- Evaluates the existing system and provides provide technical direction IT staff.

Position : Technical Support E-Governance
Veetechnologies Pvt.Ltd, INDIA | Sep 27th 2019 to Aug 25th 2020
- Remotely support 60 Client user in Banking.
- To Provide technical support in E- Government.
- Aadhaar Application support.
- IT Device setup configuration remotely.

Position : IT Desktop Support Engineer
Bharat IT Services Pvt.Ltd, INDIA | Nov 1st 2018 to Sep 20th 2019.
- Manage Company Network Desktop & Laptop problem solution.
- To resolve the issue of hardware/software user resolution onsite.
- System connect in domain network and error solution of domain user login clients to work system smoothly.
- Clients of Banking Sector provide (onsite support) platform for running system.
- Installation Configuration pc network printer, server configuration and others IT Assets.

Education Qualification.

- ➢ B.A. from Dr. RMLAU Awadh University Faizabad Uttar Pradesh INDIA (2022)
- ➢ 12th form CBSE Board Uttar Pradesh INDIA (2016)
- ➢ 10th from CBSE Board Uttar Pradesh INDIA (2014)

Professional Certification

JETKING Institution:-
- ❖ JCHNE – (JETKING CERTIFIED HARDWARE NETWORKING ENGINEER+ CLOUD V1).
- ❖ MCSA – (Microsoft Certified Solution's Associates)By UDEMY
- ❖ ADCA – (Advanced Diploma in Computer Application).

References

References available on request.

DECLERATION:

I hereby declare that the above mentioned information is correct up to my knowledge.