Sharwan Vishwakarma

Contact

Location:
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INDIA

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Languages

English
Hindi

Strength

- Adoptive Nature
- Punctual
- Quick Learner

IT SUPPORT ENGINEER

Profile

Aiming to utilize my technical skills for achieving and developing in company. And I have 5 Year of experience in IT Support Engineer Where I can make a significant contribution using my innovative ideas, professional experience. I am looking to acquire a position with a company that provides the opportunity for growth and development Career & Company.

Roles & Responsibilities

•Installing, Configuring, testing 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

- Client OS installation window (XP/Vista/7/8/10/ latest 11)
- Mac OS installation & Configuration Troubleshoot
- Change Laptop Desktop, Server hardware(HP,Dell, Lenovo)
- Configuration & Troubleshoot Network printer/Scanner (Brother,HP,EPSON All in one)
- Configuring & Managing Microsoft Outlook (2007/2010/2013/2016 & Office365)
- Dell ,HP Server installation 2008 & 2012 ADDS configuration creating users and domain policy
- Configuration of Network device D-link Router, Fortinet60D&F Wifi Access point (TP - LINK)
- Configuration of Avaya phone
- Installation & Configuration VPN Client, Excess System Remote Tools & RDS.
- Troubleshoot all hardware & software issues with solutions.
- CISCO device configuration- Router 2800,Switch(WS-C3850-8P4-L),Firewall (ASA 5505), Access point
- Configuring Bit locker security and Mapping drive for Network File sharing
- UIDAI Aadhaar Application Support solutions
- Installation & Configuration of Avaya IP and IPBAX Phones
- Managing Active directory ,Remote server and PC
- Cabling & crimping RJ45
- IP CCTV camera Installation Configuration & Backup (Dahua,CP plus)
- Microsoft Azure cloud basic
- Service Now Ticketing tool
- Setup Video Conferee

IT Support Engineer

Etrav Tech Ltd, | Mumbai Maharashtra (INDIA) **|** Feb 2024 – Present

- Troubleshoot network and wireless connectivity of Users.
- To resolving the issue network printer and scanner issue.
- Provide onsite support to user system related issue.
- To configuration office 365 setup and mail excess solutions
- To Assists and Guide users support Phone or Remote Technical error solution
- Resolved the technical problem with local Area network (LAN) wide Area Network (WAN).
- Assists users in connecting video conferencing Application such as zoom, WebEx, Teams.

Desktop Support System Engineer

Inventa Digital Technologies llc, Dubai UAE **| July 2023 – Nov 2023**

- Manage Network o f Company support troubleshoot and Provide onsite/offsite
- To Setup & resolved the issue of desktop,laptop,Printer,telephone IPbax solutions
- Support the user clients server setup and configuration
- Provide hardware and software level support to customer
- Configuration troubleshoot outlook & office365 related issue
- Troubleshoot Network and wireless connectivity of Users
- Network with Lan/wan and active directory for continuous company connection
- To resolved the tickets in service now

IT Support Engineer

Precision Techserve Pvt.Ltd, | Lucknow (INDIA) | Aug 2021 – March 2023

- Provide onsite support Desktop, Laptop, Printer, Mobile device and Basic Server Administrator.
- Manage Organization Network Connection and Domain server File share error.
- Address user tickets regarding hardware software resolution.
- Troubleshoot outlook & office365 related issue.
- Reset the password of domain users
- Configuring the BitLocker Security laptop & Desktop
- Troubleshoot network and wireless connectivity of Users.

Technical support Engineer
Vee technologies Pvt.Ltd, |Tamil Nadu (INDIA)**| Sep 2019 – Aug 2020**

- To Provide Technical support in E-Governance department in Banking Sector.
- Aadhaar Application Support error solutions plateform for working.
- Registered the Aadhaar application in UIDAI Head Office by Remotely.
- Handling Remotely 60 Client User in Banking Sector.
- Installing IT Devise Software setup like Irish, Finger Print ,PScanner.

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 domainuser login clients to work system smoothly.

- Clients of Banking Sector provide (onsite support) platform forrunning system.

- Installation Configuration pc network printer, server configurationand others IT Assets

- Provide onsite support to user system related issue

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 NETWORKINGENGINEER+ CLOUD V1).
- ➢ MCSA – (Microsoft Certified Solution's Associates)By UDEMY
- ➢ ADCA – (Advanced Diploma in Computer Application).

References

References available on request