**Curriculum Vitae**

**Sunil Das**

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**PROFESSIONAL SUMMARY**

* Over **Five years** of experience in theDesktop Support Engineer L2.
* Good exposure to handle all types of system related problem.
* Current objective is to apply my Experience & skills to lead a competitive growing company to a new level of success and guide them towards a new age of technology.

# Organisational Scan

TATA AIA LIFE Since: - 22-June-16 to Till

**Current Assignment:Desktop Support Engineer (L3)**

**Payroll Company: Wipro Infotech**

**Key Responsibilities:**

* Creating HSD ID in citrix and configure.
* Handing all Escalation calls and VVIP user.
* Manger all assets of West Zone also Maintaining IMAC.
* Patches Installation through GFI Patch Management Server. (From Big FIX IBM software)
* Performed Junior Network Administration of password resets and account creation.
* Worked with the third party vendors to resolve complex laptop and desktop issues.
* Configuration & Installation of Network Printers and set up the Xerox printer.
* Installation, Maintenance and Troubleshooting of Windows XP & Windows Vista, Windows7/8/10.
* Installation of antivirus systems upgrading and removal of virus on detection, Troubleshooting network issues and co-ordinating with the others.
* Do the Safe boot recovery, Installation and updating the DLP, Frame Package, HIPS, VSE.
* Having experience to handle Emails client’s issues. Like Outlook Express, Windows Live Mail, Microsoft Outlook 2007 to 2013 office365.
* Configuring & Maintaining OUTLOOK EXPRESS, MICROSOFT OUTLOOK as mailing client.
* Update the Patch on server.
* Coordination with vendors for various applications for changes and updates.
* Updating the senior management about any related issues and progress of the same.
* Successful getting done Physical Asset Verification in every 5 months.

# Past Organisational Scan

**Real Time Technologies Since: - 20-Nov-13 To 30-May-16**

**Current Assignment: IT- Executive (End User Support)**

**Key Responsibilities:**

* Set up workstations and laptops for new employees; configured systems, ensured network connectivity, and installed and tested hardware and software.
* Configuration & Installation of Network Printers.
* Installation, Maintenance and Troubleshooting of Windows XP & Windows Vista, Windows7/8/10.
* Having experience to handle Emails client’s issues. Like Outlook Express, Windows Mail, Windows Live Mail, Microsoft Outlook 2007 to 2013.
* Set up and maintain remote desktop connections through Leg men and screen connect.
* Patches Installation through GFI Patch Management Server
* Responsible for backup & restoration of NT & True Crypt
* Installation, Maintenance and troubleshooting of Operating Systems (win XP, Vista, Win 7, Win 8,Win10 )
* Providing suggestions for scope of improvement in the operations and process to make the system fool proof.
* Installation of MS Office (2003/2007/2010/2013) & also all antivirus software and configure the email client and Installation the all printer and do troubleshooting if any error occur.
* Educated the customer about virus, malware and other and scan the system from malware tool etc.
* Resolving problems & issues within set timelines thereby developing the Knowledge Base; ensuring that the issue does not happen again same educate the customers.
* Update Anti-Virus & keep the Computers in working condition.
* To configure/troubleshoot issues pertaining to the LAN on customer site. To get the support from the support team so as to maintain customer’s network uptime.
* Manage Hardware, Network and Print Server also troubleshooting their issues.
* Remote support on Phone or through tool (VNC, Team Viewer, Net Meeting).
* Installation, Maintenance and troubleshooting of Operating Systems like Win-XP, Vista and Win 7 & Win-8
* Installation and troubleshooting all the basic software’s.
* Configuring MS Outlook 2003, 2007 Mailing Client.
* Installation and configuration of Local & Network Printers.
* Installation of Active Directory Service.
* Manage Hardware, Network and Print Server also troubleshooting their issues.
* Manage database backup and Generate weekly and Half, monthly reports.

# Academic Credentials

* BA from JNVU Jodhpur (Rajasthan).
* 12th from Rajasthan Board.
* 10th From Rajasthan Board.

# Certifications

* JCHNE (Jetking Certified Hardware & Networking Engineer)

# Personal Details

Date of Birth : 11th Feb 1993

Father’s Name : Mr. Kewal Das

Marital Status : Married

Nationality : Indian

Language Known : Hindi, English

Address : Jodhpur, Rajasthan(342001)

# Declaration

The information furnished above is correct and true to the best of my knowledge.

Date: - Signature

Sunil Das